BLACKBIRD FOR TRAINING

The Senior Secretary Development Programme: Excel & Lead

7 – 11 February 2027
Amman (Jordan)

UK Traininig
PARTNER



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Introduction

Senior Secretaries and Executive Administrative Professionals play a strategic role in ensuring organizational efficiency, supporting executive leadership, and maintaining seamless business operations. As organizations become increasingly dynamic and technology-driven, the responsibilities of senior secretaries extend far beyond traditional administrative tasks to include executive support, office management, business communication, leadership, decision-making, time management, event coordination, stakeholder engagement, and process improvement.

This comprehensive training program is designed to equip participants with the advanced competencies required to excel in modern executive support environments. Throughout the course, participants will develop practical skills in advanced communication, executive office management, organizational effectiveness, productivity enhancement, professional correspondence, leadership without authority, problem-solving, and adaptability, while learning how to leverage modern digital tools to improve efficiency and organizational performance.

By combining international best practices with practical applications, case studies, and interactive exercises, this course enables Senior Secretaries to become trusted business partners who contribute directly to organizational success, executive productivity, and operational excellence.

Course Objectives

By the end of this course, participants will be able to:



- Understand the evolving role of the Senior Secretary and Executive Administrative Professional in modern organizations.
- Strengthen Advanced Communication Skills, including verbal, written, digital, and cross-cultural communication.
- Improve Executive Support capabilities through effective planning, coordination, and professional correspondence.
- Master Time Management, Prioritization, and Productivity Management techniques.
- Effectively manage executive calendars, appointments, meetings, and competing priorities.
- Develop strong Leadership, Decision-Making, and Problem-Solving skills.
- Apply Emotional Intelligence, Active Listening, and Interpersonal Skills to build productive workplace relationships.
- Enhance Office Management and administrative coordination using best practices.
- Plan and coordinate executive meetings, conferences, and corporate events efficiently.
- Improve Document Management, Information Management, and administrative workflows.
- Apply Conflict Resolution, Negotiation, and Influencing Skills without formal authority.
- Implement Process Improvement initiatives to increase office efficiency.
- Utilize modern Digital Communication Platforms and Productivity Tools effectively.
- Strengthen Professional Development, Adaptability, and career growth strategies.
- Manage workplace stress, build resilience, and maintain a healthy Work-Life Balance.
- Support organizational excellence through continuous improvement and professional administrative practices.

Course Outlines

Day 1: Advanced Communication Skills for Executive Support

- The Strategic Role of the Senior Secretary
- Advanced Verbal and Written Communication
- Professional Business Correspondence
- Executive Communication Best Practices
- Active Listening Techniques
- Emotional Intelligence in the Workplace
- Cross-Cultural Communication
- Building Professional Relationships
- Stakeholder Engagement
- Digital Communication Platforms
- Professional Etiquette and Executive Presence



Day 2: Time Management and Productivity Excellence

- Time Management Principles
- Prioritization Techniques
- Goal Setting Frameworks
- Managing Executive Calendars
- Scheduling and Appointment Coordination
- Task Management and Workflow Organization
- Managing Multiple Priorities
- Productivity Enhancement Strategies
- Digital Productivity Tools
- Personal Organization and Administrative Efficiency

Day 3: Leadership, Decision-Making, and Problem Solving

- Leadership Skills for Senior Secretaries
- Leadership Without Formal Authority
- Decision-Making Models
- Critical Thinking Techniques
- Structured Problem Solving
- Conflict Resolution Strategies
- Negotiation Skills
- Influencing and Persuasion
- Building Confidence Under Pressure
- Executive Support During Critical Situations

Day 4: Executive Office Management and Organizational Effectiveness

- Modern Office Management Practices
- Administrative Workflow Management
- Filing and Document Management Systems
- Information Management Best Practices
- Executive Meeting Management
- Event Planning and Coordination
- Office Resource Management
- Budget Awareness for Administrative Professionals
- Process Improvement Techniques
- Organizational Efficiency Strategies



Day 5: Professional Development and Future Readiness

- Career Development for Senior Secretaries
- Continuous Professional Learning
- Adaptability in Changing Work Environments
- Technology Trends in Executive Administration
- Building Professional Networks
- Workplace Resilience
- Stress Management Techniques
- Work-Life Balance
- Personal Effectiveness
- Creating a Personal Development Action Plan

Why Attend this Course: Wins & Losses!

- Provide exceptional Executive Support with greater confidence and professionalism.
- Strengthen advanced Communication, Interpersonal, and Relationship Management skills.
- Manage executive schedules, meetings, and priorities more efficiently.
- Improve Time Management and personal productivity.
- Demonstrate stronger Leadership, Decision-Making, and Problem-Solving capabilities.
- Coordinate meetings, conferences, and corporate events professionally.
- Enhance Office Management and administrative workflow efficiency.
- Apply Process Improvement methodologies to optimize daily operations.
- Build stronger relationships with executives, stakeholders, and cross-functional teams.
- Adapt confidently to technological advancements and evolving workplace demands.
- Increase career opportunities and professional credibility as a Senior Secretary or Executive Administrative Professional.

Conclusion

The role of the Senior Secretary has evolved into that of a trusted strategic partner who contributes directly to executive effectiveness, operational excellence, and organizational success. Today's Executive Administrative Professionals are expected to combine outstanding communication, leadership, organizational, and technology skills while supporting executives in increasingly complex business environments.

By completing this course, participants will gain the practical knowledge, professional confidence, and advanced administrative competencies needed to manage executive priorities, improve office operations, strengthen business communication, lead process improvements, and support organizational objectives with professionalism, efficiency, and discretion. These capabilities position Senior Secretaries as valuable contributors to business performance and long-term organizational success.

