XCELERATE TRAINING INSTITUTE

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OFFICE ADMINISTRATION

Executive Secretarial Training Course

DURATION	LANGUAGE	FORMAT
10 days	**English**	**Classroom / Online**

Upcoming dates

Dates	Venue	Format	Fee
15 – 26 Mar 2027	Live online	Online (live)	**€1,800**
26 Apr – 7 May 2027	France	Classroom	**€7,200**
27 Sep – 8 Oct 2027	Live online	Online (live)	**€1,800**

Register or ask a question

Online: staging.x8ti.com/course/executive-secretarial-training-course/

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Executive Secretarial Training Course

Introduction

Being an Executive Secretary involves supporting management and executives with organizational, communication, and project management skills to ensure the office runs smoothly. Duties include managing meetings, scheduling appointments, preparing documents, handling correspondence, and making travel arrangements.

This role requires multitasking abilities and a strong professional presence, as Executive Secretaries are often the first point of contact for visitors. This course by Xcelerate Training Institutes is designed to address modern secretarial challenges, equipping participants with the skills needed to excel in their roles.

Learning Objectives

By the end of the Executive Secretarial Training Course, participants will be able to:

- Understand the role and importance of a secretary in modern offices.
- Develop essential secretarial skills for today's business environment.
- Cultivate a drive for growth in secretarial practices.
- Positively impact organizational performance.
- Enhance written and face-to-face communication.
- Improve interpersonal skills.
- Prioritize tasks and manage time efficiently.
- Think proactively and positively.
- Set up effective filing and records management systems.
- Organize and manage petty cash.
- Manage stock and stationery supplies.
- Handle stress and learn stress management techniques.
- Enhance telephone skills.
- Be assertive and build good rapport with stakeholders.

Training Methodology

The training includes interactive sessions, lectures, presentations, management games, role-playing, case studies, group discussions, and problem-solving sessions. Xcelerate Training Institutes follows the Do–Review–Learn–Apply Model to ensure practical application of skills.

Benefits for Your Organisation

Organizations will benefit from:

- Focused secretaries and administrators who prioritize tasks.
- Increased productivity in departments.
- Enhanced confidence and morale among administrators.
- Up-to-date employees offering better output.

- Improved customer and vendor service due to excellent interpersonal skills.
- Alignment of staff with business goals and objectives.
- Mature staff with better emotional handling capacity.
- Job satisfaction and increased employee retention.
- Efficient processes leading to profitability.
- Capacity to adopt new technologies and methods.

Benefits for You

Participants will gain:

- Enhanced self-assurance and self-satisfaction.
- Objective-oriented approach in life.
- Increased assertiveness.
- Improved interpersonal skills.
- Reduced stress levels.
- Increased self-value and motivation.
- Developed speech and communication skills.
- Effective time management.

Who Should Attend

This course is designed for secretaries, administrative assistants, personal assistants, office managers, coordinators, and anyone looking to improve their administrative skills.

Course Outline

Concept of The Secretary

- Role of a secretary in a modern organization.
- New trends in secretarial and administrative tasks.
- Advantages of secretarial skills.
- Effective secretarial styles.
- Attributes of a successful secretary.
- Awareness of the business environment.
- Important skills for an efficient secretary.
- Challenges at the workplace.

Organizational Skills

- Organizing oneself and the office.
- Managing multiple tasks and meetings.
- Travel arrangements.
- Time management and setting priorities.
- Identifying time wasters and savers.
- Setting SMART goals.

Business Communication

- Verbal and written communication skills.
- Professional business writing.
- Meeting reader expectations.
- Active listening.
- Cross-cultural communication.
- Email etiquette.
- Report writing and proofreading.
- Delivering effective presentations.

Stress Management

- Techniques for managing stress.
- Identifying causes and symptoms.
- Developing a stress management plan.
- Understanding root causes of stress.
- Relaxation techniques.
- Understanding the life cycle of stressful thinking.

Office Technology

- Utilizing the latest technology.
- Tools like planners, schedulers, and digital assistants.
- Office ergonomics and desk management.
- Avoiding overuse and abuse of technology.
- Using basic finance and accounting software.
- Managing stock control and stationery.
- Secretarial tools and applications.

Interpersonal Skills

- Personality development.
- Negotiation skills.
- Time management.
- Business etiquette.
- Body language.
- HR management skills.
- Problem-solving and decision-making.
- Effective delegation.
- Project management for tight deadlines.
- Planning methodologies.
- Conflict resolution techniques.

Ethics and Professionalism

- Office ethics and base principles.

- Confidentiality.
- Managing workplace conflict.
- Maintaining a professional image.
- Timekeeping and punctuality.
- Constructively saying ‘No’ and giving alternatives.
- Urgency and importance.
- Safety and security.
- Policies and compliance.

Information Management

- Record management and filing techniques.
- Effective filing systems.
- Data management.
- Storing and retrieving data.
- Data distribution and use.
- Using spreadsheets like Excel.
- Digitalizing records.
- Automating information flow.

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Registration Form

Executive Secretarial Training Course

Preferred dates: ..... Venue or online: .....

Duration: 10 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

Payment

☐ Please invoice me ☐ Please invoice my company

Signature: ..... Date: .....

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Email this form
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Register online
Open the course page