

Introduction

This comprehensive course in executive secretary and office management is designed to explore the roles and responsibilities of senior office managers using internationally recognized methods and best practices.

The program aims to enhance the professional capabilities of top-level secretarial and administrative personnel. It focuses on developing practical skills and providing the technical support needed to perform responsibilities with high efficiency and productivity. Participants will be equipped with the knowledge and experience essential for meeting the demands and expectations associated with their roles.

Throughout the training, attendees will gain in-depth insights into the key functions of office management, including communication techniques, professional behavior, and strategies for interacting effectively with executives and team members. The curriculum also covers time management, formal written communication (including speech writing, memorandums, and reports), indexing and filing systems, and core behavioral skills such as professional etiquette and contemporary ceremonial protocols.

Intended Participants

- Office Managers
- Executive Secretaries
- Administrative Support Personnel
- Personal Assistants
- Individuals working in high-level administrative roles

Course Objectives

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

- Deliver high-level administrative support to executives and team members
- Develop greater self-awareness and understand personal strengths and areas for growth
- Become more effective communicators and influencers
- Gain confidence in preparing and delivering verbal and written reports
- Understand how to set meaningful goals and achieve key performance targets
- Identify and prioritize essential tasks to manage workloads effectively

Core Competencies Developed

This training will enhance the following professional competencies:

- Advanced administrative and organizational skills
- Time and task management
- Coordination and scheduling capabilities
- Effective prioritization techniques
- Professional communication and interpersonal skills
- Mastery of protocol, etiquette, and formal behavior
- Problem-solving and critical thinking abilities
- Stress and conflict management strategies

Course Content

Unit 1: Modern Approaches to Office Management

- Understanding the scope and significance of modern office management
- Differentiating between office management and general coordination functions
- Introduction to the principles of contemporary secretarial practices and archiving systems
- Exploring the vital role of office management in the success of overall administrative operations
- Different models and structures of modern offices
- Functions and goals of global offices
- Learning the value and objectives of advanced office management
- Organizing office structures and archiving methods in contemporary workplaces

Unit 2: Duties and Responsibilities of the Modern Office Manager

- Role and function of the office manager within a professional environment
- Distinguishing between secretarial and managerial responsibilities
- Key skills and qualifications required for high-performing office managers
- Overview of managerial responsibilities and strategic oversight
- Understanding executive-level office operations and administrative communication methods
- Best practices for interacting with both superiors and team members
- Behavioral expectations and performance standards for office managers
- Planning and scheduling business activities and meetings
- Establishing efficient filing and information management systems
- Utilizing information systems for decision-making and reporting
- Interpreting and using performance indicators and key performance metrics
- Facilitating communication between senior leadership and other departments

Unit 3: Office Protocol and Professional Etiquette

- Introduction to the concept and principles of professional protocol
- Key behaviors and attitudes that define effective office managers
- Techniques for managing initial impressions and client-facing interactions
- Importance of body language in professional communication and influence
- The science behind first impressions and their lasting impact
- Understanding the traits of charisma and how to develop presence
- Psychological and physical characteristics that contribute to creating a professional image
- Managing high-level visitors with professionalism and diplomacy
- Utilizing etiquette skills to strengthen personal effectiveness and reputation
- Handling public inquiries and complaints with grace and confidence

Unit 4: Communication Skills for Executive Office Management

- Exploring various types and models of communication
- Introduction to the Davis communication model
- Understanding the JOHARI Window for interpersonal self-awareness and openness
- Mastering verbal and nonverbal communication for professional environments
- Using effective body language to enhance leadership presence
- Identifying different thinking and behavioral styles using the Hermann Brain Dominance Instrument (HBDI) model
- Techniques for understanding and responding to diverse personality types
- The critical role of language, tone, and persuasion in administrative success
- Practical exercises to develop and refine communication abilities

Unit 5: Strategies and Techniques for Office Management Excellence

- Steps for organizing and managing records, documents, and filing systems
- Strategies for efficient archiving and document control
- Receiving, processing, and sending official correspondence
- Approaches to drafting and formatting memos, reports, and professional communications
- Skills for organizing, scheduling, and facilitating effective meetings
- Writing structured and detailed minutes for formal meetings
- Utilizing advanced thinking skills for complex decision-making
- Applying creative and analytical thinking techniques to office challenges
- Conflict resolution and dispute mitigation strategies in the workplace
- Stress management practices to maintain composure and productivity under pressure

Conclusion

This program provides a comprehensive, practical framework for individuals seeking to elevate their executive support and office management skills. Through a blend of technical knowledge, behavioral insights, and communication strategies, participants will become more confident, capable, and prepared to meet the challenges of high-level administrative roles in today's professional landscape.

