The Senior Secretary Development Program (15278)

6 – 17 December 2026
Geneva (Switzerland)



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MERCURY

The Senior Secretary Development Program (15278)

Ref: 15278_1020479 **Date:** 6 – 17 December 2026 **Location:** Geneva (Switzerland) **Fees:** 11000 Euro

Introduction:

The Senior Secretary Development Program is meticulously designed to empower senior secretaries and administrative staff with advanced skill sets aimed at enhancing their capabilities. Senior secretaries, often the linchpin within organizations, orchestrate the smooth operation of daily activities. Despite being well-educated, skilled, and tenacious, senior secretaries sometimes face undervaluation of their vital contributions.

This senior secretary training program elevates their professional standing by instilling a sense of pride and highlighting the critical nature of their function. Central to the curriculum is the reinforcement of self-confidence, bolstering of advanced communication abilities, and honing of effective presentation techniques.

Course Objectives:

Participants who engage in this highly regarded senior secretary training program can expect manifold growth in their professional capacities, specifically in the areas of:

- Critical evaluation and pinpointing key senior secretary duties for personal advancement.
- Mastery over self-assessment to amplify individual strengths.
- Proficient management of personal and executive time for peak efficiency.
- Implementation of superior communication strategies to excel in work environments.
- Crafting and delivering persuasive presentations.
- Skillful conflict resolution and inspirational motivation of peers.

Targeted Groups:

This senior secretary course extends its reach to a broad spectrum of professionals including:

- Senior secretaries aiming for personal growth and expert status.
- Office Administrators seeking skill development for efficiency.
- Personal and Executive Assistants aspiring to excellence in their roles.
- Administrative Professionals and Support Staff desiring to expand their acumen.
- Those in Production and Marketing require a sophisticated grasp of administrative functions.
- Any individual keen on broadening their knowledge and application of advanced administrative skills.
- This senior secretary training course is suitable for a wide range of management professionals.

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Targeted Competencies:

The purpose of attending this Senior Secretary Development training course is to enable participants to:

- Advanced communication skills.
- Time management and organization.
- Proficient use of office software.
- Professional correspondence etiquette.
- Meeting and event coordination.
- Confidentiality and discretion.
- Task prioritization and delegation.
- Leadership and supervisory skills.
- Problem-solving and critical thinking.
- Customer service excellence.
- Document preparation and management.
- Adaptability and flexibility.
- Decision-making and judgment.
- Networking and relationship building.

Course Outline:

Unit 1: Role Definition and Development:

- Executive PA - key partnership with management.
- Define Your Role's Responsibilities and Authority - Prejudice and Prejudice.
- Identify opportunities to expand your role and create opportunities to expand your responsibilities.
- Develop the Management Aspect of Your Role - Basic Management Skills.
- Develop Planning - Identifying and Overcoming Obstacles to Success.
- Understand your own and others' personalities and subsequent behavior.

Unit 2: Effective Communication:

- Engage and network with others to succeed - see yourself and be heard.
- Develop and facilitate relationships with managers/directors.
- Improve Communication Skills - Negotiate, Influence, Persuade, Delegate consensus.

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Unit 3: Build Trust:

- Trust Your Initiative and Judgment.
- Say "no" constructively.
- Tools for problem-solving and decision-making.
- Team Roles and Interaction with Others.
- video presentation skills.
- Individual, Team Exercise Tantrics, and Color Blindness.

Unit 4: Development and Improvement of Key Competencies:

- Enhanced self-confidence and assertiveness.
- Practice effective time management skills.
- Focus, think, listen, and make decisions under pressure.
- Conflict management.
- improve your memory.
- Video conflict management.
- Build Leadership Practices.

Unit 5: Get Results:

- Benefit from Key Motivational Techniques - Motivate Yourself, Your Employees, and Your Boss.
- Achievement of results by others.
- Coping with the stress and pressure associated with change and challenges.
- Measure performance against goals, standards, and established and achieved responsibilities.
- Preparation for development.
- Action plan.

Unit 6: Office Planning & Organizing:

- Welcome and Introduction and Introduce session aims and objectives.
- Define an office and state the specific functions of an office.
- Office planning and layout.
- The organizing: accessibilities, responsibilities, qualifications.
- Attributes and Responsibilities of the office manager and his team.
- Discussion Q&A.
- Homework.

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Unit 7: Filing and Indexing:

- Quick review of the last session.
- Homework solution.
- Introducing session objectives.
- Information resources and tools.
- Filing and indexing.
- Filing equipment.
- Discussion Q&A.
- Homework.

Unit 8: Electronic Records Management:

- Quick review of the last session.
- Homework solution.
- Introducing session objectives.
- ERM Business Drivers.
- Capture, Metadata, and Classification.
- Information Governance.
- ERM Technology Solutions.
- ERM Standards.
- Discussion Q&A.
- Homework.

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Unit 9: Effective Communication & Time Management:

- Quick review of the last session.
- Homework solution.
- Introducing session objectives.
- Communication and its components.
- communication barriers.
- 7 C's of effective communication.
- Nonverbal communication and body language.
- Time management.
- Discussion Q&A.
- Homework.

Unit 10: Effective Administration Skills

- Quick review of the last session.
- Homework solution.
- Introducing session objectives.
- Office management planning.
- Office task management using mind mapping & Gantt chart.
- Problem-solving techniques.
- Effective Meeting Management.
- Working with more than one manager.
- Discussion Q&A.
- General review.
- Closing the session and thanking the participants Granting certificates and congratulating them.

Conclusion:

Upon completion of the Senior Secretary Development Program, participants will not only be equipped with comprehensive strategies covering every facet of their senior secretary roles but also emerge as pivotal development secretaries, steering the office environment toward greater efficiency and productivity. The program concludes with congratulations and the conferment of certificates, celebrating the participant's commitment to excellence in secretary skill development.