MERCURY

Advanced Administrative & Paralegal Skills for Public Sector Professionals

22 – 26 March 2027
Milan (Italy)



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Ref: 121463_1033708 **Date:** 22 – 26 March 2027 **Location:** Milan (Italy) **Fees:** 6200 Euro

Introduction

This Advanced Administrative & Paralegal Skills for Public Sector Professionals program is for administrative professionals working in government and corporate environments who seek to enhance their capabilities in legal support, document management, and operational efficiency. It integrates administrative excellence with paralegal fundamentals, enabling participants to effectively support legal, compliance, and executive functions within their organizations. The course focuses on developing practical skills in legal documentation, records management, communication, and coordination in high-responsibility environments. Participants will gain the knowledge and tools to operate confidently in roles requiring accuracy, confidentiality, legal awareness, and organizational efficiency, particularly within regulatory and public-sector institutions.

Targeted Groups:

This Advanced Administrative & Paralegal Skills for Public Sector Professionals training targets professionals seeking knowledge and skills:

- Administrative Assistants & Officers.
- Executive Assistants.
- Office Managers.
- Legal Support Staff / Paralegal Assistants.
- Public Sector Professionals.
- Professionals working in regulatory authorities.

Course Objectives

Participants will achieve the following objectives by completing the Advanced Administrative & Paralegal Skills for Public Sector Professionals course:

- Understand the fundamentals of paralegal support and legal environments.
- Draft and manage legal and administrative documents professionally.
- Apply best practices in document control, confidentiality, and compliance.
- Improve coordination between the administrative and legal departments.
- Enhance communication and stakeholder management skills.
- Support decision-making processes through structured reporting and documentation.
- Manage office operations efficiently in high-pressure environments.

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Targeted Competencies

Participants will gain the following competencies during the Advanced Administrative & Paralegal Skills for Public Sector Professionals program:

- Apply administrative skills to manage daily operations efficiently.
- Handle legal documents with accuracy and confidentiality.
- Coordinate between the administrative, legal, and executive teams.
- Communicate effectively with stakeholders and management.
- Support compliance, records management, and decision-making processes.

Studying Scenarios

In this Advanced Administrative & Paralegal Skills for Public Sector Professionals training, participants develop skills through the following scenarios:

- Drafting letters, reports, and correspondence in a public-sector office.
- Reviewing contracts and organizing legal files for accuracy and compliance.
- Preparing reports and supporting meetings for executive and legal teams.
- Managing confidential information and stakeholder communications professionally.

Course Outline

Unit 1: Fundamentals of Administrative Excellence in the Public Sector

- Roles and responsibilities of modern administrative professionals.
- Managing daily operations and executive support.
- Time management and prioritization techniques.
- Professional communication in corporate and government environments.

Unit 2: Introduction to Paralegal Practices

- Overview of legal systems and terminology.
- Role of a paralegal in organizations.
- Understanding contracts, agreements, and legal documentation.
- Legal ethics and confidentiality.

Unit 3: Legal Documentation & Drafting Skills

- Drafting official letters, reports, and legal correspondence.
- Document formatting and structuring techniques.
- Managing contracts and legal records.
- Reviewing and organizing legal files.

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Unit 4: Records Management & Compliance

- Document control systems and best practices.
- Records retention policies.
- Compliance and regulatory requirements.
- Handling confidential and sensitive information.

Unit 5: Coordination, Communication & Stakeholder Management

- Internal and external communication strategies.
- Supporting legal and executive teams.
- Managing meetings, reports, and follow-ups.
- Customer and stakeholder relationship management CRM basics.

Unit 6: Operational Efficiency & Decision Support

- Workflow optimization and process improvement.
- Reporting and data organization for decision-making.
- Problem-solving and multitasking techniques.
- Supporting management with structured insights.

Final Insights & Key Takeaways

This program equips participants with administrative and paralegal skills needed in high-responsibility environments. They gain confidence in coordination, compliance, and professional communication.