MERCURY

Secretary and Executive Office Management Course

5 – 9 July 2027
Milan (Italy)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Ref: 15043_1081225 **Date:** 5 – 9 July 2027 **Location:** Milan (Italy) **Fees:** 6200 Euro

Introduction:

The executive secretary and office management program aims to identify the work of the top office managers according to the best international methodologies and practices.

This executive secretary and office management training program aims to develop the skills of the top office managers, provide them with the necessary technical assistance to perform the work with high production efficiency, and provide them with the expertise and skills required for the responsibilities and duties of the job.

In this executive secretary and office management training program, we will introduce the knowledge and skills units that familiarize them with office managers' specialties, duties, and responsibilities, the scientific concept of administrative communication and its methods, and the art of dealing with leaders and subordinates.

Time management, optimal use, and the art of official correspondence, as well as its formulations speech/memo/reports. Indexing and archiving practical applications and behavioral skills related to the function and behavioral aspects of performance and art of etiquette and modern ceremonies.

Targeted Groups:

- Office Managers.
- Executive secretarial staff.
- Administrative Assistants.
- Personal Assistants.

Course Objectives:

At the end of this executive secretary and office management course, the participants will be able to:

- Provide excellent support to their Managers and Teams.
- Encourage an understanding of their strengths and weaknesses.
- Become a skilled communicator and influencer.
- Develop confidence in reporting and presenting.
- Understand the importance of setting and achieving targets.
- Identify priorities and manage time to keep work on track.

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Targeted Competencies:

By the end of this executive secretary and office management training, the participant's competencies will be able to:

- Administrative skills.
- Time management.
- Coordinating skills.
- Prioritize.
- Communication skills.
- Etiquette and protocol skills.
- Problem-solving.
- Stress management.
- Conflict management.

Course Content:

Unit 1: The Modern Concepts of Office Management:

- Office Management.
- Understand the difference between office management and work coordination.
- Learn the general concepts of secretarial and office management workers and contemporary archives in modern organizations.
- Effective office management work is important for the success of administrative work.
- Types of office management.
- Modern Office.
- Global Office functions.
- Objectives of the Global Office.
- Know the importance of modern office management.
- Learn about the organization of office management and archives in modern offices.

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Unit 2: Tasks and Responsibilities of the Director of the Contemporary Office:

- Functional Office Manager.
- Secretarial and office management functions.
- Office Manager Skills.
- Qualifications of office manager.
- Duties of the office manager.
- Know the dimensions of the office manager function.
- Understand the concept of higher office management.
- Learn about the responsibilities, duties, and responsibilities of office managers.
- Understand the scientific concept of administrative communication and its methods.
- Learn the art of dealing with leaders and subordinates.
- Know the behavioral skills related to the functionality of the office manager.
- Planning meetings.
- Business Scheduling.
- Develop cataloging and archiving systems.
- Information Systems and Decision Making.
- High reporting skills and performance indicators KPIs
- Manage relations between senior management staff and organizational units.

Unit 3: Office Management Protocol:

- Protocol concept.
- Overview of elements of effective office manager behavior.
- Secretary skills in handling protocol management.
- Manage the first impression of the beneficiary of office management services.
- Know the summary of recent research on the influence of body language in persuading others.
- Understand the concept of the first impression.
- Learn about the factors affecting the formation of the recipient's first impression of office management services.
- The concept of charisma.
- Understand the psychological criteria for an effective office manager.
- Overview of effective office manager and protocol dealing with VIP visitors.
- Know the importance of compatibility between the physical and psychological characteristics of the office manager industry of the ideal impression.
- Know etiquette skills and their impact on the success of the effective office manager.
- Learn about the skills needed to deal with the public when receiving complaints.

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Unit 4: The Importance of Communication Skills in Office Management:

- Understand the concept of communication and its types.
- Davis model of communication.
- JOHARI WINDOW MODEL.
- Know the sound skills of an effective office manager.
- Know the effective body language skills of an effective office manager.
- Overview of Office Manager Patterns according to the Herman HBDI Scale.
- Perceptual Positioning Techniques.
- Learn about the skills to deal with different human patterns.
- Understand the importance of language skills in the success of an effective office manager.
- Know the skills of persuasion and influence in secretarial and office management work.
- Overview of practical applications on effective communication skills in office management.

Unit 5: Excellence in Office Management Strategies and Arts:

- Know the stages of preparation and processing systems for organizing files and information.
- Strategy used to serve office and archiving business.
- Learn about the skills of receiving and exporting correspondence.
- Overview of methods of indexing and archiving documents and files.
- Learn the art and drafting of official correspondence correspondence/memos/reports.
- The art of writing reports.
- The art of organizing meetings.
- Learn The art of writing and managing meeting minutes.
- Understand higher thinking skills for an effective office manager.
- It is important to enable higher thinking skills and activate them for effective office managers.
- Know the problem-solving and decision-making skills.
- Learn about the skills of innovative and creative thinking.
- Overview of practical applications on the higher thinking skills of the office manager.
- Conflict Management and Mitigation Skills in the Work Environment.
- The concept of conflict management.
- Stress management skills.