MERCURY

Secretary Office Management Training Course

1 – 5 November 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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Secretary Office Management Training Course

Ref: 15819_1081391 **Date:** 1 – 5 November 2027 **Location:** Milan (Italy) **Fees:** 6200 Euro

Introduction:

The Secretary Office Management training course empowers administrative professionals with the essential skills, knowledge, and strategies for efficient and effective office management. This course addresses the modern secretary's evolving role, focusing on traditional administrative tasks and advanced office functions, such as digital communication, project coordination, and strategic time management.

Participants will gain practical skills in organizing workflows, maintaining confidentiality, managing records, and communicating professionally, all while enhancing their ability to support leadership and organizational goals. This Secretary Office Management training provides secretaries and administrative professionals with the tools to optimize office productivity and proactively contribute to workplace success.

The Secretary Office Management training course enhances office management skills and provides a comprehensive understanding of duties and responsibilities. Participants will learn the meaning of office management and its role in ensuring efficient workplace operations. The course covers office management systems, tools, and techniques to streamline processes and improve productivity.

Focused on the secretary and office management and highlights the role of a secretary in office administration and management, equipping participants with the expertise to handle office assistant responsibilities effectively. By understanding office management and its benefits, attendees will master essential office management tools and redefine their roles within a professional setting.

Targeted Groups:

- Executive Secretaries.
- Administrative Assistants.
- Office Managers.
- Personal Assistants.
- Receptionists.
- Office Coordinators.
- Entry-Level Secretaries.
- Aspiring Administrative Professionals.
- Clerical Staff.

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Course Objectives:

At the end of this Secretary Office Management course, the participants will be able to:

- Enhance administrative and organizational skills for efficient office management.
- Develop effective communication and interpersonal skills in a professional setting.
- Master time management techniques to prioritize tasks and improve productivity.
- Gain proficiency in managing documents, records, and data security.
- Understand best practices for scheduling, meeting coordination, and event planning.
- Strengthen skills in confidentiality and professional office conduct.
- Improve digital literacy by using office software and communication tools.
- Learn strategies for handling complex tasks, problem-solving, and decision-making.

Targeted Competencies:

By the end of this Secretary Office Management training, the participant's competencies will:

- Effective Communication Skills.
- Time Management and Prioritization.
- Document and Record Management.
- Professional Office Etiquette.
- Digital and Technical Proficiency.
- Organizational Skills.
- Confidentiality and Data Security.
- Event and Meeting Coordination.
- Problem-Solving Abilities.
- Task Delegation and Follow-Up.

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Course Content:

Unit 1: Foundations of Office Management:

- Understand the role and responsibilities of a modern secretary.
- Learn essential office protocols and professional etiquette.
- Develop a structured approach to handling daily office tasks.
- Understand organizational policies, hierarchy, and chain of command.
- Learn techniques for effective office layout and resource organization.

Unit 2: Effective Communication and Interpersonal Skills:

- Master verbal and written communication for professional settings.
- Improve listening skills and emotional intelligence.
- Learn strategies for clear and concise email and document drafting.
- Handle phone calls, inquiries, and requests professionally.
- Develop diplomacy skills for handling conflicts and sensitive conversations.
- Foster positive relationships with team members and external stakeholders.

Unit 3: Time Management and Productivity Techniques:

- Prioritize tasks using methods like the Eisenhower Matrix and time-blocking.
- Learn strategies to manage interruptions and minimize distractions.
- Understand effective delegation and follow-up techniques.
- Set realistic deadlines and track progress to meet goals.
- Gain tools for managing stress and maintaining work-life balance.

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Unit 4: Document and Records Management:

- Organize and maintain both digital and physical records efficiently.
- Learn best practices for archiving, filing, and document retrieval.
- Master confidentiality standards and data security protocols.
- Use office software to create, store, and share documents.
- Understand compliance requirements related to document management.
- Gain familiarity with cloud storage and collaboration tools.

Unit 5: Event Planning and Meeting Coordination:

- Plan and schedule meetings, including agenda preparation.
- Coordinate logistics such as booking venues, catering, and equipment.
- Manage calendars and scheduling conflicts effectively.
- Record and distribute minutes of meetings accurately.
- Learn to organize small to large-scale events within budget constraints.
- Develop skills for follow-up communication and action item tracking.