MERCURY

Developing Core Skills for Administrators & Secretaries Course

28 June – 2 July 2027
Geneva (Switzerland)



Dubai - UAE: +971 4 450 5697
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Ref: 8115_267078 **Date:** 28 June – 2 July 2027 **Location:** Geneva (Switzerland) **Fees:** 6500 Euro

Introduction

This administrative skills course is meticulously designed to empower administrators and secretaries with the multifaceted competencies required to excel in modern workspaces. Participants will be immersed in a transformative learning experience that covers key administrative secretary skills necessary for success.

From mastering high-impact communication strategies to managing information overload, this core administrator and secretary skills course provides invaluable insights and practical tools to enhance workplace efficiency and productivity.

Enhancing Secretarial Development: A Specialized Focus

This secretarial skills course is tailored to address the unique challenges and responsibilities faced by executive secretaries and administrative professionals. The curriculum is designed to encompass training and development for executive secretaries and is explicitly focused on fostering core skills for administrator roles.

As part of our commitment to professional growth, emphasis is placed on comprehensive administrative assistant skills training that aligns with the evolving demands of contemporary office environments.

Targeted Groups

- Individuals are eager to elevate their personal efficiency and workplace effectiveness.
- Professionals are aspiring to thrive within an office setting.
- Team members who contribute to group projects and collaborative endeavors.
- Individuals seek innovative methods to navigate the complexities of information overload in their daily routines.

Course Objectives

Upon completion of this develop core skills for the administrative assistant course, participants will:

- Enhance their workplace effectiveness.
- Advance to new levels in efficient reading and note-taking.
- Revisit and refine their time management skills, positioning them to plan and achieve desired results.
- Grow their confidence in their memory capabilities.
- Augment their interpersonal communication and team collaboration abilities.

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Targeted Competencies

At the end of this core administrator and secretary skills course, the participants will be able to:

- Mastering information handling and effective communication techniques.
- Upgrading interactions with challenging individuals.
- Combating prevalent time stealers.
- Employing a results-focused approach to time management.
- Becoming more adept in reading, note-taking, and memory skills.

Course Content

Unit 1: Improve Your Effectiveness at Work: Better Reading and Note-Making

- Evaluating Your Brain Skills.
- Success Strategies for Effective Reading.
- Enhancing Your Career through Advanced Note-making Skills.
- Utilizing mind mapping as a Comprehensive Tool for Note-making, Planning, Thinking, and Memorization.
- Exploration of Mind-mapping Software.

Unit 2: Memory Magic: How to Remember Things?

- Assessing Your Memory Potential.
- Unveiling Memory Systems: Harnessing Stories and Imagination.
- The Art of Remembering Names.
- Memory Techniques for the Workplace.
- Strategies for Remembering What You Read.

Unit 3: Better Working with Other People

- Overcoming Barriers to Effective Communications.
- Techniques for Improving Interactions with Difficult Individuals.
- The Subtle Power of Body Language.
- The Art of Giving and Receiving Constructive Feedback.
- Communication Mastery: Knowing What to Say and When to Say It.

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Unit 4: Results-oriented Time Management Strategies

- Identifying Common Time-wasters and Strategies to Overcome Them.
- Managing Interruptions to Safeguard Productive Time.
- Effective Planning for Workplace Tasks.
- Prioritizing Tasks: Deciding What Must Be Done First.
- Time-saving Tips for Planning Presentations.

Unit 5: Using Core Skills at Work

- Crafting and Delivering Impactful Presentations.
- Strategic Thinking and Collaborative Team Work.
- Understanding Learning Processes and Memory Retention Techniques.
- Coping Strategies for Handling Information Overload at Work.