MERCURY

Developing Core Skills for Banks Administrators & Secretaries

7 – 11 December 2026
London (UK)



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

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Ref: 15208_293818 **Date:** 7 – 11 December 2026 **Location:** London (UK) **Fees:** 5800 Euro

Introduction:

This bank administrator and secretary skill development course aims to equip bank administrators and secretaries with the knowledge and skills required to be highly effective in their roles within the banking sector. It covers advanced methods for managing information, enhancing communication capabilities, and developing core banking skills necessary for success in these demanding roles.

Participants will be exposed to techniques for quickly identifying essential details in documentation, best practices for conveying thoughts in various professional settings, including emails and presentations, and strategies for handling difficult interactions. Effective time management will also be explored to maximize productivity and achieve desired outcomes.

Enhancing Banking Skill Development:

Bank administrators and secretaries manage complex tasks and ensure efficient operations within banking institutions. This bank administrator and secretary skill development course delves into the nuances of being a bank administrator and the importance of continuous skill development.

Learn how to enhance banking skills, adapt to emerging best practices, and navigate the financial industry's evolving landscape. By focusing on the significance of role-specific proficiencies, this course provides an in-depth look at the techniques and strategies employed to attain excellence in banking administration and secretarial work.

Targeted Groups:

- Individuals aspiring to improve personal efficiency and workplace effectiveness.
- Professionals are eager for success in an office environment.
- Team members involved in group projects and collaborative efforts.
- Those seeking to manage the challenge of an information overload in their daily roles.

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Course Objectives:

By the end of this bank administrator and secretary skill development course, participants will be able to:

- Elevate their effectiveness at work.
- Progress further with efficient reading and note-making techniques.
- Refine their time management and strategic planning skills.
- Boost confidence in their memory and recall abilities.
- Enhance interpersonal communications and teamwork skills.

Targeted Competencies:

At the end of this bank administrator and secretary skill development course, participants' competencies will:

- Information handling and effective communication techniques.
- Manage interactions with difficult people and situations.
- Address time stealers and optimize productivity.
- Implement results-oriented time management approaches.
- Explore advancing reading, note-making, and memory skills.

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Course Content:

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

- Your Brain Skills and their Application in a Banking Environment.
- Strategies of a Successful Reader in Administrator Bank Roles.
- The Impact of Mastering Note-making Skills on a Banking Secretary Career.
- Utilize mind mapping as a Note-making, Planning, Thinking, and Memory Enhancement Tool.
- Explore Mind-mapping Software and its Relevance to Bank Administrator Tasks.

Unit 2: Memory Magic: How to Remember Things?

- Discover Your Memory Potential in the Context of Banking.
- Unveil Memory Systems The Power of Stories and Imagination in Administrator Bank Strategies.
- Techniques for Remembering Names in a Banking Environment.
- Apply Memory Techniques for Workplace Efficiency.
- Strategies for Fast, Effective Reading in Secretary of Banking Roles.

Unit 3: Better Working with Other People:

- Overcome Barriers to Effective Communications in Banking.
- Strategies for Enhancing Interactions with "Difficult" Individuals in Banking Settings.
- The Powerful Influence of Body Language in the Context of Administrators in Banking Settings.
- Give and receive feedback with a focus on banking professionalism.
- Communicate Clearly: Timing and Message Construction in the Banking Sector.

Unit 4: Results-oriented Time Management Strategies:

- Identify and Combatting Time-wasters in the Banking Industry.
- Handle Interruptions Efficiently as a Bank Administrator.
- Develop Effective Plans for Banking Administrative Tasks.
- Prioritize Duties and Responsibilities in the Banking Environment.
- Effective Planning Techniques for Presentations in a Banking Setting.

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Unit 5: Using Core Skills at Work:

- Craft Engaging Presentations as a Banking Administrator.
- Collaborative Thinking and Team Dynamics in Banking Environments.
- Understand Learning Processes to Prevent Forgetting Important Banking Information.
- Tips for Navigating Information Overload in Banking Administration Roles.