Administrative Skills for Union Secretariats Training Course

Professional Development Training Course Outline

Category	Trade Unions	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s evolving labour relations ecosystem, Administrative Skills for Union Secretariats have become a critical driver of organizational efficiency, trade union governance, digital transformation, and worker advocacy excellence. Union secretariats are increasingly expected to operate with high levels of administrative precision, compliance awareness, strategic communication, and data-driven decision-making. This training equips participants with modern tools and methodologies to strengthen union administration, membership coordination, documentation management, and institutional accountability in a rapidly changing industrial landscape.

Administrative Skills for Union Secretariats Training Course is designed to build advanced capacity in secretariat operations, industrial relations management, digital office systems, and strategic labour leadership support. Participants will gain practical skills in records management, meeting administration, financial tracking, stakeholder communication, and governance compliance frameworks. The program emphasizes real-world application, ensuring union administrators can effectively support collective bargaining processes, improve service delivery, and enhance trade union effectiveness, transparency, and organizational resilience

Programme Curriculum

Administrative Skills for Union Secretariats Training Course

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Course Duration

5 days

Course Objectives

1. Strengthen union governance and administrative efficiency
2. Develop advanced secretariat management and coordination skills
3. Enhance digital documentation and records management systems
4. Improve industrial relations communication strategies
5. Build capacity in meeting planning and minute-taking excellence
6. Strengthen compliance with labour laws and union regulations
7. Enhance financial administration and budgeting for unions
8. Promote data-driven decision-making in union operations
9. Improve stakeholder engagement and negotiation support systems
10. Build expertise in digital transformation of union offices
11. Strengthen report writing and institutional documentation skills
12. Enhance conflict resolution and workplace communication management
13. Develop leadership in strategic union administration and advocacy support

Target Audience

1. Union Secretaries and Assistant Secretaries
2. Labour Union Administrative Officers
3. Shop Stewards and Worker Representatives
4. Industrial Relations Officers
5. HR and Labour Relations Practitioners
6. NGO Labour Rights Coordinators
7. Public Sector Union Administrators
8. Federation and Confederation Secretariat Staff

Course Modules

Module 1: Foundations of Union Secretariat Administration

- Roles and responsibilities of secretariat offices
- Structure of modern trade union administration
- Workflow optimization in union operations
- Administrative ethics and accountability systems
- Introduction to union governance frameworks

- **Case Study:** A national union improves efficiency by restructuring its secretariat workflow, reducing document delays by 40%.

Module 2: Records, Documentation & Digital Filing Systems

- Digital vs manual records management systems
- Document classification and archiving techniques
- Data security and confidentiality protocols
- Membership database management systems
- Retrieval and audit trail best practices
- **Case Study:** A union transitions to a cloud-based filing system, improving member record accuracy and access speed.

Module 3: Meeting Administration & Minute Writing Excellence

- Agenda preparation and scheduling systems
- Professional minute-taking techniques
- Action tracking and resolution follow-up
- Virtual meeting management tools
- Standard meeting documentation formats
- **Case Study:** A federation reduces unresolved agenda items by 60% through structured meeting documentation.

Module 4: Financial Administration for Union Secretariats

- Basic budgeting and expenditure tracking
- Financial reporting and transparency systems
- Subscription and membership dues management
- Audit preparation and compliance processes
- Fraud prevention and internal controls
- **Case Study:** A union improves financial transparency after implementing automated dues tracking.

Module 5: Labour Law Compliance & Regulatory Administration

- Overview of labour legislation frameworks
- Compliance reporting requirements
- Handling disputes within legal structures
- Documentation for legal proceedings
- Policy interpretation for union leaders
- **Case Study:** A union successfully defends worker rights using well-maintained compliance documentation.

Module 6: Communication, Advocacy & Stakeholder Engagement

- Internal and external communication systems
- Drafting official union correspondence
- Media and public relations management
- Negotiation support communication strategies
- Crisis communication handling
- **Case Study:** A union improves negotiation outcomes through structured stakeholder communication channels.

Module 7: Digital Transformation in Union Administration

- Introduction to digital workplace tools
- Automation in administrative processes
- Use of cloud collaboration platforms
- Cybersecurity awareness for unions
- Data analytics for union decision-making
- **Case Study:** A union increases efficiency by 50% after adopting digital workflow automation tools.

Module 8: Leadership, Strategy & Organizational Development

- Strategic planning in union administration
- Leadership roles in secretariat operations
- Performance monitoring systems
- Capacity building and staff development
- Long-term sustainability planning
- **Case Study:** A regional union federation strengthens member engagement through strategic restructuring.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com