Training Course on Developing Core Skills for Administrators and Secretaries

Professional Development Training Course Outline

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

Course Introduction

In today's dynamic and fast-paced work environment, the roles of **administrators** and **secretaries** have evolved significantly. They are no longer merely task executors but pivotal **core skills** holders who ensure seamless **office management**, efficient **communication strategies**, and robust **organizational skills**. This comprehensive **training course** is meticulously designed to empower these professionals with the essential **administrative skills** and **secretarial skills** needed to excel in their demanding roles, enhance their **professional development**, and significantly contribute to organizational success. By focusing on practical techniques and **trending keywords** in the administrative field, this program aims to transform participants into highly effective, proactive, and indispensable assets to their organizations.

This intensive **training program** addresses the critical need for administrators and secretaries to master a diverse set of competencies, ranging from advanced **time management techniques** and impeccable **communication proficiency** to adept problem-solving and mastery of essential **office technology**. The curriculum incorporates the latest industry best practices and **trending administrative skills**, ensuring that participants gain a competitive edge and are well-equipped to handle the multifaceted challenges of modern office administration. Through interactive learning and practical application, this course fosters a culture of continuous improvement, leading to enhanced **workplace efficiency**, improved **interpersonal skills**, and greater job satisfaction for administrative professionals, ultimately driving significant **organizational benefits**.

Programme Curriculum

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Course Duration

5 days

Course Objectives

1. **Mastering Time Management Techniques**: Implement effective strategies for prioritizing tasks, managing deadlines, and overcoming time-wasters to enhance productivity.
2. **Developing Advanced Communication Proficiency**: Improve verbal, written, and non-verbal communication skills for clear, concise, and professional interactions.
3. **Enhancing Organizational Skills**: Streamline office workflows, manage information effectively, and maintain organized filing and record-keeping systems.
4. **Improving Problem-Solving and Decision-Making Abilities**: Develop critical thinking skills to identify issues, analyze situations, and implement effective solutions.
5. **Building Strong Interpersonal Skills**: Foster positive working relationships, practice active listening, and handle challenging interactions with professionalism.
6. **Achieving Technological Proficiency**: Master essential office software, including word processing, spreadsheets, presentation tools, and communication platforms.
7. **Understanding Business Etiquette and Professionalism**: Cultivate a professional image, adhere to ethical standards, and demonstrate appropriate workplace behavior.
8. **Managing Meetings and Appointments Effectively**: Organize agendas, take accurate minutes, and coordinate schedules efficiently.
9. **Improving Information Handling and Data Management**: Develop skills in data entry, accuracy, and the secure management of sensitive information.
10. **Enhancing Record-Keeping and Documentation Skills**: Maintain accurate and accessible records, ensuring compliance and efficient retrieval.
11. **Developing Project Management Basics**: Understand the fundamentals of planning, organizing, and monitoring small to medium-scale projects.
12. **Cultivating Proactive Work Habits**: Anticipate needs, take initiative, and contribute proactively to team and organizational goals.
13. **Adapting to Modern Office Technologies and Trends**: Stay updated with new software, digital tools, and evolving administrative practices.

Organizational Benefits

- **Increased Efficiency and Productivity**: Well-trained administrators and secretaries can manage tasks more effectively, leading to higher overall productivity within the organization.
- **Improved Communication Flow**: Enhanced communication skills ensure clearer and more effective internal and external interactions, reducing misunderstandings and errors.
- **Enhanced Professionalism and Image**: Skilled administrative professionals contribute to a positive and professional image of the organization through their interactions and work quality.
- **Reduced Errors and Improved Accuracy**: Training in data management and attention to detail minimizes mistakes in documentation and administrative processes.
- **Better Time Management Across Teams**: Efficient administrative support allows other team members and managers to focus on their core responsibilities, improving overall time management.
- **Smoother Office Operations**: Well-organized administrative systems and processes contribute to a more seamless and efficient daily operation of the office.
- **Increased Employee Satisfaction**: Investing in the professional development of administrative staff can lead to higher job satisfaction and reduced turnover.
- **Enhanced Support for Management**: Highly skilled administrators can provide more effective support to executives and managers, freeing up their time for strategic activities.

Target Audience

1. Administrative Assistants
2. Executive Secretaries
3. Personal Assistants
4. Office Managers
5. Administrative Officers
6. Receptionists seeking career advancement
7. Support Staff aiming for professional growth
8. Clerical Personnel looking to enhance their skills

Course Outline

Module 1: Foundations of Effective Administration

- Understanding the evolving role of administrators and secretaries.
- Developing a professional mindset and work ethic.
- Mastering the principles of organization and prioritization.
- Introduction to essential office technologies and software.
- Building effective working relationships with colleagues and superiors.

Module 2: Advanced Communication Strategies

- Enhancing verbal communication for clarity and impact.
- Developing professional writing skills for emails, memos, and reports.
- Mastering active listening and providing constructive feedback.
- Understanding non-verbal communication and its importance in the workplace.
- Handling telephone etiquette and managing inquiries professionally.

Module 3: Time Management and Productivity Hacks

- Implementing effective time-blocking and scheduling techniques.

- Identifying and overcoming common time-wasters and distractions.
- Utilizing productivity tools and applications for better efficiency.
- Setting realistic goals and managing workload effectively.
- Learning to delegate tasks appropriately and confidently.

Module 4: Mastering Organizational Skills and Information Management

- Developing efficient filing systems (both physical and digital).
- Implementing best practices for record-keeping and documentation.
- Managing and securing confidential information effectively.
- Utilizing database management tools for organizing data.
- Streamlining office workflows and administrative processes.

Module 5: Problem-Solving and Decision-Making for Administrators

- Developing critical thinking skills for analyzing workplace challenges.
- Identifying root causes of problems and generating potential solutions.
- Learning effective decision-making processes and techniques.
- Handling unexpected issues and finding resourceful solutions.
- Knowing when to escalate problems and seek assistance.

Module 6: Business Etiquette and Professional Conduct

- Understanding and practicing professional workplace etiquette.
- Building a positive personal and professional image.
- Navigating workplace dynamics and cultural sensitivities.
- Adhering to ethical standards and maintaining confidentiality.
- Developing assertiveness skills while maintaining professionalism.

Module 7: Meeting and Event Management

- Planning and organizing effective meetings and conferences.
- Creating agendas, distributing materials, and taking accurate minutes.
- Coordinating logistics for events, including scheduling and vendor management.
- Utilizing online meeting platforms and collaboration tools.
- Following up on action items and ensuring meeting outcomes are achieved.

Module 8: Embracing Technology and Future Trends

- Exploring advanced features of common office software.
- Understanding the basics of cloud computing and its applications.
- Introduction to project management software and tools.
- Staying updated with emerging technologies relevant to administrative roles.
- Developing strategies for continuous learning and adapting to future workplace trends.

Training Methodology

This training course will employ a blended learning approach, incorporating:

- **Interactive Lectures and Presentations**: Delivering core concepts and best practices through engaging presentations and discussions.
- **Practical Exercises and Case Studies**: Applying learned skills through hands-on exercises and analyzing real-world scenarios.

- **Group Discussions and Collaborative Activities**: Fostering peer learning and the exchange of experiences and insights.
- **Role-Playing and Simulations**: Practicing communication and interpersonal skills in realistic workplace situations.
- **Individual Coaching and Feedback**: Providing personalized guidance and constructive feedback to support individual development.

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

Start Date	End Date	Location	Price
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

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