



*Training Course:
Mastering Electronic Secretariat and Office
Management*

*14 - 18 July 2025
Geneva (Switzerland)*

Training Course: Mastering Electronic Secretariat and Office Management

Training Course code: OM235877 From: 14 - 18 July 2025 Venue: Geneva (Switzerland) - Training Course Fees: 5750 € Euro

Introduction:

Electronic Secretariat is a modern concept aimed at developing and enhancing administrative processes in a more effective and efficient manner. It relies on the use of modern technology and electronic tools to perform daily tasks.

Program Objectives:

By the end of this training program, participants will be able to:

- Gain a comprehensive understanding of office management, secretarial practices, and re-engineering Business Process Reengineering - BPR.
- Acquire complete knowledge of the new prospects of office re-engineering and the nature of office activities.
- Distinguish between executive secretarial functions and other types of secretarial work general, private, and specialized.
- Master the skills required for performing office management tasks necessary in major organizations, ministries, authorities, and companies.
- Develop skills to alleviate work pressure on leaders, ministers, deputies, managers, and officials.
- Understand etiquette and protocol rules, communication skills, and techniques for dealing with VIPs and various types of visitors.
- Compare work plans with other organizations to improve and enhance technical and behavioral skills.
- Master the techniques of dealing with modern technology and enhance office performance using technology and information systems.
- Efficiently organize office documents in a way that allows quick retrieval.
- Implement effective control over office performance.

Competencies:

- Comprehensive understanding of the concept of electronic secretariat.
- Familiarity with modern electronic tools and office software related to electronic secretarial work.
- Effective task organization and time management using electronic secretarial tools.

- Proficient communication and interaction with clients and colleagues in an efficient and impactful manner.

Target Audience:

- Senior office managers and their assistants.
- Executive secretarial staff and candidates for such positions.
- Individuals who wish to enhance their skills and experience and see the need for this course.

Outlines:

Day One:

- Understanding Office Management and its Relation to Secretarial Work.
- The concept of Business Process Reengineering BPR and the nature of office activities.
- Modern trends in office work.
- Fundamentals of office re-engineering.

Day Two:

- Types of Secretarial Work: Importance and Tasks.
- Office layouts, physical office environment, and common office issues.
- Re-engineering information preservation, organizing meetings and committees.
- Administrative communication within and outside the organization.
- The art of active listening and effective speaking.
- Techniques to reduce workload pressure on leaders and key officials.

Day Three:

- Re-engineering office document management classification, numbering, organization.
- Skills to minimize paperwork in the office.
- Effective control over office performance.
- Etiquette, protocol, and communication skills for dealing with VIPs and different visitor types.
- Practical applications related to the above topics.

Day Four:

- Administrative writing, correspondence, and memorandums.
- Report preparation and writing.
- Visitor reception skills and organizing the manager's schedule.
- Managing incoming and outgoing phone calls.
- Organizing and managing meetings and committees.
- Requirements for effective meetings.

Day Five:

- Office Information Systems and Optical Archiving of Documents.
- Modern technologies and their impact on secretarial work.
- Using computers in administrative tasks.
- Program evaluation and conclusion.

Registration form on the Training Course: Mastering Electronic Secretariat and Office Management

Training Course code: OM235877 From: 14 - 18 July 2025 Venue: Geneva (Switzerland) - Training Course
Fees: 5750 € Euro

Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

Delegate Information

Full Name (Mr / Ms / Dr / Eng):
Position:
Telephone / Mobile:
Personal E-Mail:
Official E-Mail:

Company Information

Company Name:
Address:
City / Country:

Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng):
Position:
Telephone / Mobile:
Personal E-Mail:
Official E-Mail:

Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
- ☐ Please invoice my company

Easy Ways To Register

Telephone:
+201095004484 to
provisionally reserve your
place.

Fax your completed
registration
form to: +20233379764

E-mail to us :
info@gh4t.com
or training@gh4t.com

Complete & return the
booking form with cheque
to: Global Horizon
3 Oudai street, Aldouki,
Giza, Giza Governorate,
Egypt.