



*Training Course:
Executive Secretariat*

*11 - 15 August 2025
Madrid (Spain)
Pestana CR7 Gran Vía*

Training Course: Executive Secretariat

Training Course code: OM236017 From: 11 - 15 August 2025 Venue: Madrid (Spain) - Pestana CR7 Gran Vía Training Course Fees: 5500 € Euro

Introduction

This program, designed by Global Horizon Training Center, is tailored to enhance the skills and competencies of executive secretaries and personal assistants. Participants will learn how to provide effective administrative support, manage complex schedules, communicate professionally, and contribute to the success of their executives and organizations.

Objectives

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

- Master key administrative and organizational skills.
- Effectively manage executive schedules and office workflows.
- Communicate with professionalism and confidence.
- Handle sensitive information and prioritize tasks.
- Contribute to a positive and productive office environment.

Organizational Impact

- Improve the efficiency and professionalism of administrative support.
- Enhance organizational communication and collaboration.
- Foster a culture of proactive and effective office management.
- Support the achievement of strategic objectives through efficient secretarial work.
- Strengthen the overall image and credibility of the executive office.

Target Audience

- Executive secretaries and personal assistants.
- Administrative professionals and office managers.
- Anyone aspiring to work in an executive support role.

Training Program Outline

Day 1: The Role and Responsibilities of an Executive Secretary

- Understanding the role: key skills and expectations.
- Managing relationships with executives and colleagues.
- Balancing priorities and managing multiple tasks.
- Building trust and maintaining confidentiality.
- Group discussion: sharing experiences and challenges.

Day 2: Time and Office Management Skills

- Techniques for effective time and priority management.
- Managing complex executive calendars and travel arrangements.
- Organizing meetings and events.
- Filing systems and document control.
- Practical activity: creating a daily plan for an executive.

Day 3: Professional Communication and Correspondence

- Verbal and non-verbal communication skills.
- Business writing: emails, memos, letters, and reports.
- Telephone etiquette and virtual communication best practices.
- Handling inquiries and difficult conversations with diplomacy.

- Role play: managing a challenging client call or email.

Day 4: Administrative Support for Executive Decision-Making

- Preparing meeting agendas, minutes, and briefings.
- Conducting research and gathering information.
- Presenting data and information effectively.
- Supporting project management activities.
- Activity: preparing a briefing document for an executive.

Day 5: Enhancing Professional Image and Continuous Development

- Building a professional image: grooming, demeanor, and presence.
- Emotional intelligence and adaptability in the workplace.
- Strategies for personal growth and continuous improvement.
- Developing a personal action plan to enhance skills and career growth.
- Group presentations: sharing action plans and wrap-up.

Registration form on the Training Course: Executive Secretariat

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

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Full Name (Mr / Ms / Dr / Eng):
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Address:
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Person Responsible for Training and Development

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

- ☐ Please find enclosed a cheque made payable to Global Horizon
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