Global Horizon
TRAINING CENTER

Training Course:
The Senior Secretary Development

25 - 29 May 2026
Casablanca (Morocco)

Training Course:
The Senior Secretary Development

Training Course code: SM1144 From: 25 - 29 May 2026 Venue: Casablanca (Morocco) - Training Course Fees: 4725 Euro

Introduction

This training program is designed by Global Horizon Training Center to empower Senior Secretaries and Executive Assistants with the advanced competencies required to operate as strategic partners to senior management.

The Senior Secretary plays a critical role in supporting executive operations and influencing organizational effectiveness. Success in this role requires more than administrative skills it demands strong communication, decision-making, emotional intelligence, and the ability to think proactively like management.

This program builds on participants existing capabilities by introducing advanced interpersonal, organizational, and managerial skills. Through practical exercises, real-life scenarios, and interactive learning, participants will enhance their effectiveness, confidence, and professional impact within their organizations.

Course Objectives

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

- Enhance personal and professional development capabilities
- Manage relationships with managers, colleagues, and stakeholders effectively
- Develop managerial and leadership aspects within their role
- Improve communication, negotiation, and interpersonal skills
- Increase confidence, assertiveness, and decision-making ability
- Manage stress and workplace pressures effectively
- Understand personality types and their impact on behavior
- Apply time management and productivity tools efficiently
- Improve memory, focus, and organizational effectiveness

Target Audience

- Senior Secretaries and Executive Assistants
- Personal Assistants PAs
- Administrative Professionals
- Office Managers
- Professionals in executive support roles

Training Outline

Day 1: Defining & Developing the Role

- Understanding the Executive PA role and its strategic importance
- Defining responsibilities, authority, and expectations
- Expanding roles and creating development opportunities
- Developing managerial skills within the role
- Identifying barriers to success and overcoming them
- Understanding personality types and behavioral impact
- Team exercise and practical application

Day 2: Effective Communication & Relationship Management

- Building professional relationships and networking
- Enhancing visibility and influence within the organization
- Strengthening relationships with senior management
- Advanced communication skills: negotiation, persuasion, and delegation
- Consensus-building techniques
- Group and individual exercises

Day 3: Confidence Building & Decision-Making

- Developing self-confidence and professional presence
- Trusting judgment and initiative
- Saying "no" effectively and professionally
- Problem-solving and decision-making tools
- Understanding team dynamics and roles
- Presentation skills and communication techniques
- Interactive exercises and simulations

Day 4: Core Skills Development & Performance Enhancement

- Assertiveness and confidence-building techniques
- Time management and prioritization tools
- Working effectively under pressure
- Conflict management and resolution strategies
- Memory improvement techniques
- Leadership and teamwork exercises

Day 5: Achieving Results & Personal Effectiveness

- Motivation techniques self and others
- Achieving results through collaboration
- Managing stress and adapting to change
- Performance measurement and evaluation
- Personal development planning
- Creating actionable improvement plans
- Final group exercise and reflection

Registration form on the Training Course: The Senior Secretary Development

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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.