



Training Course:
Developing Modern Office Management and
Secretarial Skills: Achieving Efficiency and
Effectiveness in the Work Environment
14 - 18 September 2026
London (UK)

Training Course: Developing Modern Office Management and Secretarial Skills: Achieving Efficiency and Effectiveness in the Work Environment

Training Course code: OM236614 From: 14 - 18 September 2026 Venue: London (UK) - Training Course Fees: 5775 €
Euro

Introduction

Modern office management and secretarial functions have evolved significantly, requiring administrative professionals to manage a wide range of responsibilities with efficiency, accuracy, professionalism, and flexibility. Today's office professionals are expected to coordinate activities, manage information, organize schedules, communicate effectively, support management, and contribute to a productive work environment.

This training program, designed by Global Horizon Training Center, provides participants with the essential knowledge and skills required to perform modern office management and secretarial responsibilities effectively. It focuses on office organization, time and priority management, professional communication, business correspondence, meeting coordination, document and information management, and effective administrative support.

Objectives

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

- Understand modern office management principles and practices.
- Perform secretarial and administrative responsibilities professionally.
- Organize office activities, workflows, and daily responsibilities.
- Manage time, priorities, schedules, and deadlines effectively.
- Improve professional communication with managers, colleagues, and external stakeholders.
- Prepare professional business correspondence and administrative documents.
- Organize meetings, appointments, and executive schedules.
- Manage documents, records, and information efficiently.
- Maintain confidentiality and professional standards.
- Handle workplace challenges and administrative problems effectively.
- Improve personal productivity and administrative performance.
- Contribute to an efficient, organized, and professional work environment.

Course Methodology

The program uses an interactive and practical learning approach combining:

- Instructor-led presentations.
- Interactive discussions.
- Practical exercises.
- Workplace scenarios.
- Individual and group activities.
- Administrative case studies.
- Business communication exercises.
- Examples based on real office situations.
- Knowledge sharing and participant discussions.

Organizational Impact

Upon completion of the program, organizations can expect:

- Improved efficiency of administrative and secretarial functions.
- Better organization of office activities and workflows.
- Improved time and priority management.
- Higher standards of professional communication.
- Better coordination of meetings, schedules, and appointments.
- Improved management of documents and information.
- Reduced administrative errors and delays.
- Stronger support for managers and departments.
- Improved professionalism and service quality.
- Greater overall administrative productivity and effectiveness.

Target Audience

This training program is suitable for:

- Office Managers

- Executive Secretaries
- Executive Assistants
- Personal Assistants
- Administrative Assistants
- Administrative Officers
- Office Coordinators
- Department Secretaries
- Administrative Supervisors
- Management Support Personnel
- Employees responsible for office administration and coordination

Course Outline

Day 1: Modern Office Management and Professional Secretarial Skills

- The concept and importance of modern office management.
- Evolution of office management and secretarial functions.
- Roles and responsibilities of modern administrative professionals.
- Understanding organizational structures and reporting relationships.
- Organizing daily office activities and responsibilities.
- Establishing effective office procedures.
- Professional image and workplace etiquette.
- Confidentiality, integrity, and professional discretion.
- Developing reliability, accountability, and initiative.
- Identifying opportunities to improve office efficiency.

Day 2: Time Management, Priorities and Work Organization

- Principles of effective time management.
- Identifying common workplace time wasters.

- Planning daily and weekly workloads.
- Setting priorities according to importance and urgency.
- Managing multiple responsibilities and deadlines.
- Organizing calendars and appointments.
- Coordinating executive and departmental schedules.
- Managing interruptions and unexpected requests.
- Handling changing priorities effectively.
- Improving personal productivity and work organization.

Day 3: Professional Communication and Business Correspondence

- Principles of effective workplace communication.
- Verbal and non-verbal communication.
- Active listening and effective questioning.
- Communicating professionally with managers and executives.
- Communicating with colleagues, clients, and external stakeholders.
- Professional telephone communication.
- Email etiquette and electronic communication.
- Preparing clear and professional business correspondence.
- Structuring letters, emails, memos, and administrative messages.
- Handling difficult communication situations professionally.

Day 4: Meetings, Documents and Information Management

- Planning and organizing effective meetings.
- Preparing meeting agendas and supporting documents.
- Coordinating participants, schedules, and meeting requirements.
- Effective note-taking and preparation of meeting minutes.
- Recording decisions, responsibilities, and action points.

- Following up on meeting outcomes.
- Principles of document and records management.
- Organizing physical and electronic files.
- Classification, filing, storage, and retrieval of information.
- Managing confidential and sensitive information.

Day 5: Administrative Effectiveness and Office Excellence

- Improving administrative workflow and efficiency.
- Identifying and solving common administrative problems.
- Supporting managers and teams effectively.
- Managing pressure and demanding workloads.
- Handling difficult workplace situations professionally.
- Using office technology to improve productivity.
- Improving coordination between departments.
- Maintaining accuracy and attention to detail.
- Developing a proactive approach to administrative responsibilities.
- Applying continuous improvement in office management.
- Enhancing personal and professional effectiveness.
- Developing an action plan for improved workplace performance.

Registration form on the Training Course: Developing Modern Office Management and Secretarial Skills: Achieving Efficiency and Effectiveness in the Work Environment

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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:
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Personal E-Mail:
Official E-Mail:

Company Information

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Address:
City / Country:

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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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