

ADVANCED EXECUTIVE SECRETARIAL SKILLS



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Introduction

An executive secretary operates at the point where senior leadership meets the rest of the organization. The role demands precise judgement, fluent communication, and total discretion, often under continuous time pressure. This Advanced Executive Secretarial Skills Training Course builds the capabilities that make that partnership work. Furthermore, it covers executive diary management, professional correspondence, board and meeting support, protocol, stakeholder handling, and confidential information control. Participants also learn to manage pressure, negotiate priorities, and represent the executive credibly. As a result, they leave able to operate confidently at the highest administrative level.

Advanced Executive Secretarial Skills Course Objectives

- Manage executive diaries with advanced scheduling and prioritization methods.
- Apply the Eisenhower Matrix and delegated scheduling to executive time.
- Write formal correspondence, briefing notes, and executive summaries.
- Prepare board and committee papers, minutes, and decision records.
- Coordinate VIP visits, official events, and high-level travel.
- Apply professional protocol and forms of address correctly.
- Handle confidential information with discipline and legal awareness.
- Communicate with authority on behalf of the executive.
- Manage pressure, interruptions, and competing demands calmly.
- Build support systems that reduce friction for leadership.

Course Methodology

- Interactive workshops built around real executive support scenarios.

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- Guided practice in briefing notes, minutes, and correspondence control.
- Role-play for protocol, stakeholder calls, and difficult situations.
- Case studies from corporate, government, and diplomatic environments.
- Self-assessment of executive support systems and personal effectiveness.
- Action planning that links each skill to the participant's own executive office.

Who Should Take This Course

- Executive secretaries and personal assistants to senior leaders.
- Senior administrative officers supporting C-suite executives.
- Board secretariat and executive support team members.
- Assistants to chairpersons, ministers, and managing directors.
- Front office and executive reception professionals.
- Senior administrators preparing for executive support roles.

Advanced Executive Secretarial Skills Course Outlines

Day 1: The Executive Secretary Role and Professional Standards

- Defining the modern executive secretary role and its scope.
- Understanding discretion, loyalty, and professional judgement.
- Building a trusted working relationship with the executive.
- Managing expectations, boundaries, and access to leadership.
- Reading organizational politics and priorities.
- Handling sensitive matters with composure.
- Completing a personal executive support skills audit.





Day 2: Executive Diary and Priority Management

- Managing complex diaries and conflicting commitments.
- Applying the Eisenhower Matrix to executive priorities.
- Scheduling with buffers, delegation, and follow-up discipline.
- Screening requests and protecting executive focus time.
- Coordinating across departments on scheduling matters.
- Managing time zones and international commitments.
- Designing an executive scheduling system.

Day 3: Correspondence, Papers, and Documentation

- Writing formal letters, memos, and executive summaries.
- Preparing briefing notes with clear recommendations.
- Applying document control for versions and approvals.
- Building board and committee packs on schedule.
- Writing accurate minutes and tracking decisions to closure.
- Managing confidential files, registers, and archives.
- Practicing correspondence and briefing note drafting.

Day 4: Meetings, Protocol, and Stakeholder Handling

- Planning executive, board, and external meetings.
- Managing logistics, hospitality, and guest care.
- Applying protocol and precedence rules appropriately.
- Coordinating VIP visits and official events.
- Handling calls, visitors, and complaints professionally.

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- Managing challenging stakeholders with composure.
- Practicing protocol and stakeholder scenarios.

Day 5: Communication, Confidentiality, and Effectiveness

- Communicating with authority on behalf of leadership.
- Managing pressure, energy, and multiple demands.
- Applying information security and confidentiality practices.
- Using digital tools for scheduling, filing, and reporting.
- Improving office systems and reducing friction.
- Reviewing performance and setting development goals.
- Preparing a 90-day executive secretarial action plan.

Conclusion

By successfully completing Advanced Executive Secretarial Skills, participants will gain the knowledge to manage executive time and priorities, prepare high-quality documentation, and coordinate protocol and stakeholder matters with confidence. They will acquire skills in executive diary management, correspondence and documentation, meeting and protocol coordination, and confidential communication that make them indispensable partners to senior leadership. Gentex Training Center builds this course around real executive support scenarios, so learners return ready to operate with precision, tact, and authority.

FAQs





Q1 What is the "Advanced Executive Secretarial Skills" course about?

It develops the advanced skills needed to support senior leadership effectively. The course covers executive diary and priority management, formal correspondence and briefing notes, board and meeting documentation, protocol and VIP coordination, stakeholder handling, and confidential information control.

Q2 What are the key benefits of the "Advanced Executive Secretarial Skills" course?

Participants manage complex diaries and priorities with fewer conflicts, prepare documentation that meets board standards, and handle protocol and senior stakeholders with confidence. They also protect confidential information properly, reduce friction for the executives they support, and operate with greater professional authority.

Q3 What skills will I gain from the "Advanced Executive Secretarial Skills" course?

You will gain executive diary and priority management, formal correspondence and documentation, meeting and protocol coordination, and confidential communication and stakeholder handling. These four skills work together to make executive support precise, discreet, and dependable.



Q4 What tools, methods, or standards are covered in the "Advanced Executive Secretarial Skills" course?

The course covers advanced diary and calendar management, the Eisenhower Matrix and delegated scheduling, briefing note and executive summary formats, document control for versioning and approvals, board pack and minute templates, decision and resolution registers, protocol and precedence rules, forms of address, travel and VIP visit templates, RACI for support tasks, and information security practices.

Q5 How is the "Advanced Executive Secretarial Skills" course applied in real-world practice?

Participants redesign a complex executive diary, prepare a full board pack with minutes and decision tracking, and coordinate a VIP visit end to end. They also practise protocol and difficult stakeholder conversations through role-play and complete a 90-day plan for strengthening their executive support role.