

DEVELOPING CORE SKILLS FOR ADMINISTRATORS & SECRETARIES



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Introduction

Administrators and secretaries carry the daily detail that keeps an organization moving: schedules, correspondence, records, meetings, and the small decisions nobody else notices until they go wrong. Those tasks look simple individually and demanding together. This Developing Core Skills for Administrators & Secretaries Training Course builds the foundation systematically, from managing time and information to handling people and pressure. Furthermore, it covers professional writing, filing and records, meeting and travel coordination, office technology, and workplace communication. Participants practise on real tasks from their own roles. As a result, they leave with skills they can use on the first working day back.

Developing Core Skills for Administrators & Secretaries Course Objectives

- Manage time and priorities with the Eisenhower Matrix and time blocking.
- Handle correspondence, filing, and documentation to professional standards.
- Build organized digital and physical filing systems.
- Coordinate meetings with agendas, minutes, and action tracking.
- Plan travel, itineraries, and visitor arrangements efficiently.
- Use office software productively including spreadsheets and calendars.
- Communicate professionally with executives, colleagues, and clients.
- Handle confidential information with discretion and security awareness.
- Manage interruptions, pressure, and competing requests calmly.
- Apply professional conduct and service standards in daily work.

Course Methodology

- Interactive workshops built around participants' real administrative tasks.

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- Guided practice in correspondence, filing, and meeting coordination.
- Role-play for reception, client handling, and executive support.
- Case studies from corporate, government, and service environments.
- Self-assessment of current skills and working systems.
- Action planning that links each skill to the participant's own role.

Who Should Take This Course

- Secretaries and administrative assistants at any level.
- Junior and new administrative staff building foundations.
- Front desk, reception, and office support professionals.
- Records, filing, and documentation assistants.
- Team administrators and departmental support staff.
- Employees moving into administrative roles for the first time.

Developing Core Skills for Administrators & Secretaries Course Outlines

Day 1: The Administrative Role and Professional Standards

- Defining the modern administrator and secretary role.
- Understanding professional conduct, discretion, and reliability.
- Building effective working relationships with managers.
- Reading priorities and expectations in your team.
- Identifying common administrative errors and their causes.



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- Setting personal development goals.
- Completing a core skills self-assessment.

Day 2: Time, Priority, and Workload Management

- Tracking how administrative time is actually spent.
- Prioritizing with the Eisenhower Matrix and the ABCDE method.
- Planning daily and weekly work with time blocking.
- Managing interruptions, walk-ins, and urgent requests.
- Setting boundaries politely and professionally.
- Keeping to-do lists and task-capture systems that work.
- Building a personal planning routine.

Day 3: Correspondence, Filing, and Documentation

- Writing clear emails, memos, and official letters.
- Applying plain-language principles and correct tone.
- Building folder structures and naming conventions.
- Applying document control for versions and approvals.
- Managing paper records and archive basics.
- Using spreadsheets for tracking and simple reports.
- Practicing correspondence and filing tasks.

Day 4: Meetings, Travel, and Office Technology

- Planning meetings with agendas and clear objectives.
- Writing accurate minutes and tracking actions to closure.
- Managing room bookings, video calls, and logistics.



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- Coordinating domestic and international travel itineraries.
- Using calendars, task apps, and collaboration tools well.
- Preparing briefing packs and supporting documents.
- Practicing meeting and travel coordination.

Day 5: Communication, Confidentiality, and Effectiveness

- Communicating professionally with clients, visitors, and colleagues.
- Handling difficult calls and complaints calmly.
- Applying information security and confidentiality practices.
- Organizing workspaces with 5S principles.
- Managing pressure, energy, and multiple demands.
- Reviewing performance and improving routines.
- Preparing a 90-day core skills development action plan.

Conclusion

By successfully completing Developing Core Skills for Administrators & Secretaries, participants will gain the knowledge to manage time and priorities, produce professional correspondence, and coordinate meetings, travel, and records with confidence. They will acquire skills in administrative planning, documentation and filing, meeting and travel coordination, and workplace communication that make them dependable in any office. Gentex Training Center builds this course around real administrative tasks, so learners return ready to work with order, accuracy, and composure.





FAQs

Q1 What is the "Developing Core Skills for Administrators & Secretaries" course about?

It builds the fundamental skills behind effective administrative work. The course covers time and priority management, professional correspondence, filing and document control, meeting and travel coordination, office technology, professional communication, and confidentiality.

Q2 What are the key benefits of the "Developing Core Skills for Administrators & Secretaries" course?

Participants complete daily work more accurately and with less stress, produce correspondence that gets faster responses, and keep files, calendars, and records in order. They also support managers more effectively, handle difficult clients calmly, and build habits that make them reliable in any office.

Q3 What skills will I gain from the "Developing Core Skills for Administrators & Secretaries" course?

You will gain time and priority management, correspondence and document control, meeting and travel coordination, and professional communication and confidentiality. These four skills work together to make administrative work fast, accurate, and discreet.



Q4 What tools, methods, or standards are covered in the "Developing Core Skills for Administrators & Secretaries" course?

The course covers the Eisenhower Matrix, the ABCDE prioritization method, time blocking, plain-language writing principles, email and memo structures, document control for versioning and approvals, naming conventions and folder structures, records and archive basics, meeting agendas and minute formats, spreadsheet tracking, calendar and task applications, travel itinerary templates, 5S workspace organization, and information security practices.

Q5 How is the "Developing Core Skills for Administrators & Secretaries" course applied in real-world practice?

Participants build a personal planning routine, draft real correspondence and documents, and coordinate a meeting and travel itinerary end to end. They also practise client and telephone handling through role-play and complete a 90-day plan for developing their core skills.