

ENHANCING CORE SKILLS FOR ADMINISTRATORS & SECRETARIES



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Introduction

Daily office work rewards precision more than ambition. The administrator who keeps a diary clean, a file findable, and a message answered on time makes everyone else's work easier, while small gaps in those habits create delay that nobody traces back. This Enhancing Core Skills for Administrators & Secretaries Training Course strengthens those habits deliberately. Furthermore, it covers workload planning, professional writing, filing and document control, meeting and travel coordination, office technology, and workplace communication. Participants practise on their own live tasks rather than hypothetical examples. As a result, they leave with sharper skills and routines they can apply immediately.

Enhancing Core Skills for Administrators & Secretaries Course Objectives

- Plan and prioritize workload using the Eisenhower Matrix and time blocking.
- Handle interruptions, requests, and pressure with structured routines.
- Write professional emails, memos, and official letters to a consistent standard.
- Build and maintain organized physical and digital filing systems.
- Apply document control for versions, approvals, and retention.
- Coordinate meetings with agendas, minutes, and action tracking.
- Plan travel, itineraries, and visitor arrangements efficiently.
- Use spreadsheets, calendars, and collaboration tools productively.
- Communicate professionally with executives, colleagues, and clients.
- Protect confidentiality and apply information security practices.

Course Methodology

- Interactive workshops built around participants' own live tasks.

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- Guided practice in correspondence, filing, and meeting coordination.
- Role-play for client handling, escalations, and difficult requests.
- Case studies from corporate, government, and service environments.
- Self-assessment against a core administrative skills checklist.
- Action planning that links each skill to the participant's own role.

Who Should Take This Course

- Administrators and secretaries seeking to sharpen existing skills.
- Administrative assistants handling heavy daily workloads.
- Front office, reception, and guest relations staff.
- Records, filing, and documentation assistants.
- Team administrators supporting multiple managers.
- Employees returning to administrative roles after a break.

Enhancing Core Skills for Administrators & Secretaries Course Outlines

Day 1: Core Skills and Professional Standards

- Defining the administrative role and its performance standards.
- Understanding professional conduct, discretion, and reliability.
- Reviewing common administrative errors and their causes.
- Building effective working relationships with managers.
- Reading priorities and unwritten expectations in your team.
- Setting personal development goals for the coming period.
- Completing a core skills self-assessment.





Day 2: Workload Planning and Pressure Management

- Tracking how administrative time is actually spent.
- Prioritizing with the Eisenhower Matrix and the ABCDE method.
- Planning with time blocking and realistic buffers.
- Managing interruptions, walk-ins, and urgent requests.
- Setting boundaries politely with managers and colleagues.
- Choosing task-capture systems that actually work.
- Building a personal planning routine.

Day 3: Professional Writing and Document Control

- Writing clear emails with proper structure and tone.
- Drafting memos, notices, and official letters correctly.
- Applying plain-language principles and active voice.
- Applying document control for versions and approvals.
- Building folder structures and naming conventions.
- Managing digital storage, backups, and access permissions.
- Practicing correspondence and document control.

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.
- Coordinating domestic and international travel itineraries.
- Using spreadsheets for tracking, budgets, and simple reports.

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- Preparing briefing packs and supporting documents.
- Practicing meeting and travel coordination.

Day 5: Communication, Confidentiality, and Effectiveness

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

Conclusion

By successfully completing Enhancing Core Skills for Administrators & Secretaries, participants will gain the knowledge to plan workload efficiently, produce professional documentation, and coordinate meetings, travel, and records with confidence. They will acquire skills in workload and priority management, correspondence and document control, meeting and travel coordination, and professional communication that raise the quality of administrative support. Gentex Training Center builds this course around participants' own daily tasks, so learners return ready to work with greater speed, accuracy, and composure.

FAQs





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

It strengthens the practical skills behind reliable administrative support. The course covers workload planning and priority control, professional correspondence, filing and document control, meeting and travel coordination, office technology, professional communication, and confidentiality.

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

Participants complete daily work faster and with fewer errors, produce correspondence that gets quicker responses, and keep files, calendars, and records in order. They also manage pressure and interruptions better, handle difficult clients calmly, and become the dependable point of order in a busy office.

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

You will gain workload 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 consistent, accurate, and discreet.



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

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

Q5 How is the "Enhancing 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 escalation handling through role-play and complete a 90-day plan for strengthening their core skills.