

EXECUTIVE SECRETARY & OFFICE ADMINISTRATION SKILLS



GENTEX[®]
TRAINING CENTER



Introduction

An executive secretary keeps two systems running at once: the executive's working day and the office that supports it. When either one slips, decisions slow and friction spreads through the organization. This Executive Secretary & Office Administration Skills Training Course develops both sides of that role together. Furthermore, it covers executive diary control, professional correspondence, document and records management, meeting and board support, office budgets and procurement, and team coordination. Participants also learn to build standards that hold under pressure. As a result, they leave able to support leadership while keeping the office functioning smoothly.

Executive Secretary & Office Administration Skills Course Objectives

- Manage executive diaries and priorities with advanced scheduling methods.
- Prepare correspondence, briefings, and reports to a professional standard.
- Apply document control, filing systems, and records retention practices.
- Support board and committee meetings with agendas, papers, and minutes.
- Administer office budgets, petty cash, and procurement basics.
- Design office processes using Lean thinking and PDCA cycles.
- Supervise administrative staff with clear roles and RACI.
- Coordinate protocol, VIP visits, and high-level travel arrangements.
- Protect confidential information with defined access and security practices.
- Measure office performance with accuracy, turnaround, and service indicators.

Course Methodology

- Interactive workshops built around real executive office scenarios.

LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Guided practice in correspondence, briefings, and minutes.
- Process mapping and office systems design exercises.
- Role-play for protocol, supervision, and difficult requests.
- Case studies from corporate, government, and international settings.
- Action planning that links each skill to the participant's own office.

Who Should Take This Course

- Executive secretaries and personal assistants to senior leaders.
- Office managers and administration supervisors.
- Senior administrative officers supporting executives.
- Board secretariat and executive support team members.
- Records, filing, and documentation officers.
- Administrative professionals preparing for wider office responsibility.

Executive Secretary & Office Administration Skills Course Outlines

Day 1: The Executive Secretary and Office Administration Role

- Defining the combined role and its professional standards.
- Understanding discretion, judgement, and reliability expectations.
- Mapping responsibilities across the executive office and wider office.
- Assessing office systems, service levels, and bottlenecks.
- Identifying common administrative failures and their causes.



LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Setting personal and office performance standards.
- Completing a combined role skills self-assessment.

Day 2: Executive Diary, Priority, and Information Control

- Managing complex diaries and conflicting commitments.
- Applying the Eisenhower Matrix and delegated scheduling.
- Protecting executive focus time and screening requests.
- Building briefing notes and executive summaries.
- Controlling document flow, approvals, and versioning.
- Designing confidential registers and access permissions.
- Building an executive information system.

Day 3: Correspondence, Documents, and Records

- Writing formal letters, memos, reports, and executive summaries.
- Applying plain-language principles and correct tone.
- Applying document control for versions and approvals.
- Building folder structures, naming conventions, and file plans.
- Designing retention and disposal rules for office records.
- Managing digital storage, backups, and access permissions.
- Drafting a documentation and filing standard.

Day 4: Meetings, Boards, Budgets, and Coordination

- Planning executive, board, and external meetings.
- Preparing agendas, papers, and pre-read packs.



LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Writing accurate minutes and tracking decisions to closure.
- Administering office budgets, expense tracking, and petty cash.
- Applying procurement basics and supplier coordination.
- Coordinating protocol, VIP visits, events, and travel.
- Preparing a meeting and budget coordination plan.

Day 5: Supervision, Communication, and Improvement

- Supervising administrative staff with clear roles and RACI.
- Delegating with briefs, authority levels, and follow-up points.
- Giving feedback with the SBI model and coaching with GROW.
- Communicating with authority on behalf of leadership.
- Improving office processes with Lean thinking and PDCA.
- Measuring performance with accuracy, turnaround, and service indicators.
- Preparing a 90-day role development action plan.

Conclusion

By successfully completing Executive Secretary & Office Administration Skills, participants will gain the knowledge to control executive diaries and information, prepare board-standard documentation, and administer office budgets, staff, and coordination duties with confidence. They will acquire skills in executive support and information control, documentation and records management, meeting, budget and office coordination, and administrative supervision that make them effective in both halves of the role. Gentex Training Center builds this course around real executive office scenarios, so learners return ready to support leadership and run an office that works.





FAQs

Q1 What is the "Executive Secretary & Office Administration Skills" course about?

It develops the combined skills of executive secretarial support and office administration. The course covers executive diary and information control, correspondence and records management, board and meeting support, office budgets and procurement, process improvement, and administrative team supervision.

Q2 What are the key benefits of the "Executive Secretary & Office Administration Skills" course?

Participants support executives with accurate, decision-ready documentation while keeping office systems organized and controlled. They also administer budgets and meetings with fewer errors, supervise administrative staff more confidently, and reduce friction for both leadership and the wider office.

Q3 What skills will I gain from the "Executive Secretary & Office Administration Skills" course?

You will gain executive support and information control, documentation and records management, meeting, budget and procurement administration, and administrative supervision and process improvement. These four skills work together to make the role effective on both the executive and office sides.



Q4 What tools, methods, or standards are covered in the "Executive Secretary & Office Administration Skills" course?

The course covers advanced diary and calendar management, the Eisenhower Matrix and delegated scheduling, briefing note and executive summary formats, plain-language writing principles, document control for versioning and approvals, file plans, naming conventions and retention rules, agenda, board paper and minute templates, decision registers, budget and petty cash controls, procurement basics, Lean thinking and PDCA cycles, RACI matrices, the SBI feedback model, the GROW coaching model, protocol and forms of address conventions, and office service indicators.

Q5 How is the "Executive Secretary & Office Administration Skills" course applied in real-world practice?

Participants redesign an executive diary system, draft a documentation and filing standard, and prepare a board pack with minutes and decision tracking. They also build a meeting and budget coordination plan, apply process improvement to a real office workflow, and complete a 90-day plan for developing the role.