

GOVERNANCE AND LEADERSHIP SKILLS ENHANCEMENT FOR GOVERNMENT OFFICIALS AND SECRETARIES



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Introduction

Governance and Leadership Skills Enhancement for Government Officials and Secretaries Training Course strengthens the administrative, governance, and leadership capability of public sector officials and executive secretaries. Participants work through governance principles and public accountability, leadership and influence in government settings, executive office management and administrative control, communication, correspondence, and protocol practice, and minutes, records, information governance, and digital administration as one connected discipline. The programme links the decisions a government entity takes with the administrative discipline that records, communicates, and follows them through. As a result, learners gain a practical command of governance and leadership skills in public administration. Furthermore, the course strengthens administrative judgement, governance discipline, and executive communication.

Governance and Leadership Skills Enhancement for Government Officials and Secretaries Course Objectives

- Explain governance principles, public accountability, and official ethics.
- Apply delegation, authority limits, and administrative controls.
- Apply leadership styles and influence techniques in government settings.
- Apply executive office management and diary and workflow control.
- Apply business writing, official correspondence, and minute-taking skills.
- Apply records management and information governance standards.
- Apply meeting management, agendas, and follow-up tracking systems.
- Apply protocol, etiquette, and stakeholder handling practice.
- Apply digital administration tools, e-signature, and document systems.
- Apply performance measurement, service quality, and continuous improvement.



Course Methodology

- Interactive sessions built on public administration and governance cases.
- Workshops on official correspondence, minutes, and records practice.
- Group exercises on delegation, meeting management, and follow-up tracking.
- Hands-on practice with meeting agendas, action logs, and filing structures.
- Simulation of an executive meeting and a protocol engagement.
- Facilitator coaching and peer review on personal administrative improvement plans.

Who Should Take This Course

- Government officials and public sector administrators.
- Executive secretaries and personal assistants.
- Office managers and administrative coordinators.
- Governance and records staff in public entities.
- Committee and board secretariat staff.
- Administrative staff preparing for executive support roles.

Governance and Leadership Skills Enhancement for Government Officials and Secretaries Course Outlines

Day 1: Governance Principles and Public Accountability

- Governance principles, transparency, and public accountability.
- Codes of conduct, ethics, and integrity in public office.
- Delegation of authority and administrative control limits.
- Roles and responsibilities in public administration.

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- Conflict of interest and gift and hospitality rules.
- Governance failures in public entities and lessons learned.
- Case discussion: an administrative decision with no paper trail.

Day 2: Leadership and Influence in Government

- Leadership styles and situational leadership in public service.
- Personal influence, persuasion, and stakeholder handling.
- Decision-making and problem-solving in administrative settings.
- Team leadership, motivation, and performance conversations.
- Managing pressure, priorities, and competing demands.
- Leading service improvement and change in public entities.
- Workshop: preparing a leadership response to a service challenge.

Day 3: Executive Office and Administrative Management

- Executive office management and workflow control.
- Diary management, scheduling, and prioritisation.
- Business writing: official correspondence and memo structure.
- Report writing, summaries, and briefing notes.
- Filing structures, indexing, and document control.
- Administrative procedures, approvals, and follow-up tracking.
- Exercise: designing an executive office workflow and filing system.

Day 4: Meetings, Minutes, and Records Governance

- Meeting management: agendas, invitations, and preparation.



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- Minute-taking: structure, accuracy, and confidentiality.
- Action logs, decision registers, and follow-up systems.
- Records management and retention schedules.
- Information governance, classification, and access control.
- Digital administration: e-signature, document systems, and archives.
- Simulation: running an executive meeting and recording decisions.

Day 5: Protocol, Communication, and Service Quality

- Protocol, etiquette, and official visit arrangements.
- Stakeholder and delegation handling practice.
- Professional communication and interpersonal skills.
- Service quality standards and customer-facing conduct.
- Performance measurement and administrative KPIs.
- Continuous improvement and administrative excellence.
- Capstone: presenting an administrative governance improvement plan.

Conclusion

By successfully completing Governance and Leadership Skills Enhancement for Government Officials and Secretaries, participants will gain a practical command of governance principles and public accountability, leadership and influence in government settings, executive office and administrative management, business writing, minutes and records governance, and protocol, communication, and service quality. They will acquire skills in governance and public accountability practice, leadership and administrative decision-making, executive office and records management, and official communication, minutes, and protocol handling that hold up under scrutiny. Gentex Training Center designs the programme to help officials and secretaries work with confidence.





FAQs for the Governance and Leadership Skills Enhancement for Government Officials and Secretaries course

Q1 What is the "Governance and Leadership Skills Enhancement for Government Officials and Secretaries" course about?

It strengthens the administrative, governance, and leadership capability of public sector officials and executive secretaries. The course spans governance principles and public accountability, leadership and influence in government, executive office and administrative management, meetings, minutes and records governance, and protocol, communication and service quality.

Q2 What are the key benefits of the "Governance and Leadership Skills Enhancement for Government Officials and Secretaries" course?

You gain a practical command of governance and leadership skills that links the decisions a government entity takes with the administrative discipline that records, communicates, and follows them through. The course improves delegation and administrative control, strengthens leadership and communication, sharpens minute-taking and records practice, and builds protocol and service quality discipline.

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Q3 What skills will I gain from the "Governance and Leadership Skills Enhancement for Government Officials and Secretaries" course?

You will develop four core skills: governance and public accountability practice, leadership and administrative decision-making, executive office and records management, and official communication, minutes, and protocol handling.

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Q4 What tools, methods, or standards are covered in the "Governance and Leadership Skills Enhancement for Government Officials and Secretaries" course?

The course covers governance principles, transparency and public accountability, codes of conduct, ethics and integrity in public office, delegation of authority and administrative control limits, roles and responsibilities in public administration, conflict of interest and gift and hospitality rules, leadership styles and situational leadership, personal influence, persuasion and stakeholder handling, decision-making and problem-solving in administrative settings, team leadership, motivation and performance conversations, priority and pressure management, service improvement and change leadership, executive office management and workflow control, diary management and scheduling, business writing for official correspondence and memos, report writing, summaries and briefing notes, filing structures, indexing and document control, administrative procedures, approvals and follow-up tracking, meeting management with agendas and preparation, minute-taking structure, accuracy and confidentiality, action logs, decision registers and follow-up systems, records management and retention schedules, information governance, classification and access control, digital administration including e-signature, document systems and archives, protocol, etiquette and official visit arrangements, stakeholder and delegation handling, professional communication and interpersonal skills, service quality standards and customer-facing conduct, performance measurement and administrative KPIs, and continuous improvement in administrative excellence.



Q5 How is the "Governance and Leadership Skills Enhancement for Government Officials and Secretaries" course applied in real-world practice?

Participants apply it to real work such as designing an executive office workflow and filing system, preparing official correspondence and briefing notes, running an executive meeting and recording decisions, maintaining action logs and decision registers, arranging an official visit with protocol requirements, preparing a leadership response to a service challenge, and presenting an administrative governance improvement plan. The same methods support records governance, service quality measurement, and administrative procedure improvement.