

OFFICE MANAGEMENT & EXECUTIVE SECRETARIAL

Milan - Italy
12 - Oct 2026 - 16 - Oct 2026
\$6,000

GENTEX®
TRAINING CENTER





Introduction

Office management and executive secretarial skills play a vital role in ensuring smooth operations, effective communication, and professional organization within any organization. Professionals who master these competencies become indispensable contributors to business success. This five-day course, provided by Gentex Training Center, offers participants comprehensive knowledge and practical skills that enhance efficiency in office administration, decision support, and executive coordination. Through a balance of theory, applied exercises, and real-world examples, participants will strengthen their ability to manage modern office functions, improve time management, and support executives with confidence and professionalism.

Office Management and Executive Secretarial Course Objectives

- Understand the role and responsibilities of office managers and executive secretaries in supporting organizational leadership.
- Enhance organizational, planning, and scheduling skills to manage office operations efficiently.
- Apply effective business communication techniques to support executives and maintain professional correspondence.
- Develop advanced skills in handling confidential information, records management, and document control.
- Improve meeting management, travel coordination, and event preparation processes.
- Strengthen interpersonal skills for building strong professional relationships with executives, colleagues, and clients.
- Use modern tools, digital applications, and office technologies to streamline administrative tasks.

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Info@gentextraining.com



- Manage time, prioritize multiple demands, and adapt to the dynamic needs of executives and organizations.

Course Methodology

This course uses interactive lectures, case studies, group discussions, role-playing exercises, and practical assignments to ensure participants acquire both knowledge and hands-on skills.

Who Should Take This Course

- Office managers and supervisors
- Executive and personal assistants
- Administrative professionals aspiring to advance their career
- Professionals responsible for supporting executives or managing office functions

Office Management and Executive Secretarial Course Outlines

Day 1: Foundations of Office Management and Secretarial Excellence

- Understanding the modern role of office managers and executive secretaries
- Key responsibilities and competencies for success
- Professional ethics, confidentiality, and workplace trust
- Essential communication and business etiquette





Day 2: Effective Administrative and Organizational Skills

- Time management strategies for busy professionals
- Scheduling and calendar management for executives
- Document preparation, proofreading, and quality standards
- Managing office resources and facilities effectively

Day 3: Business Communication and Interpersonal Skills

- Written and verbal communication techniques
- Professional email and correspondence drafting
- Active listening and interpersonal influence skills
- Managing conflict and building strong workplace relationships

Day 4: Executive Support, Meetings, and Events Management

- Preparing agendas, minutes, and executive reports
- Organizing meetings, conferences, and events
- Travel arrangements and logistical planning for executives
- Digital tools for virtual meetings and executive coordination



Day 5: Technology, Problem-Solving, and Strategic Office Leadership

- Leveraging office technology and software for efficiency
- Problem-solving and decision-making support for executives
- Stress management and maintaining productivity under pressure
- Building resilience and adaptability in fast-paced environments
- Action plan: creating a personal development roadmap

Conclusion

By successfully completing the Office Management and Executive Secretarial course with Gentex Training Center, participants will acquire advanced skills that empower them to manage office functions efficiently and support executives with excellence. They will leave with practical tools, enhanced confidence, and the ability to contribute more effectively to organizational success.