

PROFESSIONAL SECRETARIAL & COMMUNICATION SKILLS



GENTEX[®]
TRAINING CENTER

Step 1 Classification

English: Business & Management Excellence Courses Administration & Secretarial Training Courses Next-best alternative: Business & Management Excellence Courses Interpersonal Skills & Self-Development Training Courses (because communication skills overlap, though the secretarial and administrative scope is decisive here).

[illegible]

Professional Secretarial & Communication Skills Training Course

Introduction

An executive's day runs smoothly or badly depending on the person managing it. Secretarial and administrative professionals control diaries, correspondence, records, visitors, and the flow of information that keeps decisions moving. This Professional Secretarial & Communication Skills Training Course builds both the administrative and the communication side of that role. Learners study office organization, records control, business writing, and professional telephone and reception practice. Furthermore, the course covers prioritization, meeting support, and handling difficult requests. As a result, participants manage their executives' time efficiently and represent their organizations with confidence.

Professional Secretarial & Communication Skills Course Objectives

- Manage executive diaries, appointments, and travel arrangements professionally.
- Organize office systems using workflow mapping and standard operating procedures.
- Apply records management standards for classification, filing, and retention.
- Write business correspondence using the BLUF (bottom line up front) approach.
- Apply plain-language principles and the active voice rule to every document.
- Take accurate minutes and track action points to closure.

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- Handle telephone, email, and reception interactions with proper etiquette.
- Prioritize tasks using the Eisenhower Matrix and time-blocking techniques.
- Prepare meetings with agendas, papers, and logistics control.
- Manage difficult requests, complaints, and confidentiality with composure.

Course Methodology

This course combines short lectures with practical administrative labs. Participants build a diary system, draft business correspondence, and run a meeting preparation exercise for their own executive. Trainers use case studies, role-play for reception and telephone handling, and structured peer feedback. In addition, participants complete a personal efficiency plan mapped to their real workload.

Who Should Take This Course

- Executive assistants and personal assistants
- Secretaries and administrative coordinators
- Office managers and front-office supervisors
- Receptionists and client-facing support staff
- Records and document control officers
- Team administrators supporting senior managers
- Anyone responsible for executive support and office coordination

Professional Secretarial & Communication Skills Course Outlines

Day 1: The Professional Secretarial Role



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- Scope and expectations of the executive support role
- Building trust and confidentiality discipline
- Understanding your executive's priorities and working style
- Time management for yourself and your manager
- Handling pressure and competing demands
- Professional presence and personal presentation
- Role assessment and efficiency baseline

Day 2: Office Organisation and Records Control

- Workflow mapping and standard operating procedures
- Filing systems: classification, indexing, and retrieval
- Records retention schedules and legal disposal
- Digital document management and version control
- Asset and stationery inventory management
- Confidentiality and data protection practices
- Records audit and clean-up workshop

Day 3: Business Correspondence and Writing

- The BLUF approach for emails and memos
- Plain language: short words, short sentences, active voice
- Formal letters, invitations, and acknowledgements
- Minutes taking and action tracking
- Proofreading and grammar accuracy checks
- Tone adjustment for executives, clients, and colleagues
- Writing lab with peer review





Day 4: Telephone, Reception, and Interpersonal Skills

- Telephone etiquette and call handling standards
- Handling difficult callers and screening requests
- Reception duties and visitor management
- Business etiquette for introductions and hospitality
- Active listening and message accuracy
- Managing interruptions and gatekeeping politely
- Communication role-play with recorded feedback

Day 5: Meetings, Prioritization, and Service Quality

- Meeting preparation: agendas, papers, and logistics
- Room setup, technology checks, and follow-up
- Prioritization with the Eisenhower Matrix
- Time blocking and protecting executive focus
- Measuring office performance with simple KPIs
- Handling complaints and urgent requests calmly
- Personal efficiency plan and action commitments

Conclusion

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By successfully completing Professional Secretarial & Communication Skills, participants will gain a practical understanding of how to run executive support functions with order, discretion, and clear communication. They will be able to manage diaries and records, write correspondence that gets read, prepare meetings properly, and handle difficult interactions without losing composure. In addition, they will know how to protect their executive's time and attention. Gentex Training Center designed this course so that learners return to work with tools that improve both their efficiency and their professional standing.

FAQs

Q1 What is the "Professional Secretarial & Communication Skills" course about?

It develops both sides of executive support: administrative organization and professional communication. Participants cover diary management, records control, business writing, telephone and reception etiquette, meeting preparation, and prioritization through practical labs.

Q2 What are the key benefits of the "Professional Secretarial & Communication Skills" course?

Participants keep diaries, records, and correspondence under control, reduce errors in written communication, and handle visitors and callers with greater confidence. They also save their executives time and build a reputation for reliability and discretion.





Q3 What skills will I gain from the "Professional Secretarial & Communication Skills" course?

You will gain executive diary and office organisation, records and document control, business writing and correspondence, and professional communication and difficult-request handling. These four skills combine to make your support both efficient and trusted.

Q4 What tools, methods, or standards are covered in the "Professional Secretarial & Communication Skills" course?

The course covers the BLUF writing approach, plain-language principles, workflow mapping and standard operating procedures, records retention schedules, the Eisenhower Matrix, time blocking, meeting preparation checklists, telephone and reception etiquette standards, and office KPI frameworks.

Q5 How is the "Professional Secretarial & Communication Skills" course applied in real-world practice?

Professionals apply it in diary and travel management, correspondence drafting, records administration, visitor reception, meeting coordination, and complaint handling. The methods transfer to any support role where organization and communication decide how smoothly an office functions.