

THE INTEGRATED SYSTEM FOR SECRETARIAL AND OFFICE MANAGEMENT



GENTEX[®]

TRAINING CENTER



Introduction

Offices run smoothly only when secretarial support and office management operate as one connected system rather than two separate jobs. The The Integrated System for Secretarial and Office Management Training Course builds that joined-up capability from the ground up. Participants learn to design workflows, manage correspondence and records, coordinate meetings and schedules, and control office resources and budgets. Furthermore, the course covers time management, business writing, and professional communication standards. In addition, it addresses confidentiality, vendor coordination, and office performance measurement. As a result, participants return able to run an office function that is organised, responsive, and visibly efficient.

The Integrated System for Secretarial and Office Management Course Objectives

- Design integrated office workflows using process mapping and standard operating procedures.
- Apply the Eisenhower Matrix and time blocking to daily and weekly planning.
- Manage correspondence and records through structured registers and filing systems.
- Prepare agendas, take accurate minutes, and track follow-up actions.
- Apply professional business writing to emails, memos, and reports.
- Coordinate executive schedules, meetings, and travel arrangements.
- Manage office supplies, assets, vendors, and administrative budgets.
- Apply confidentiality, access control, and information security practice.
- Use Microsoft Outlook, Word, Excel, PowerPoint, and Teams effectively.
- Measure office performance with practical administrative KPIs.

Course Methodology



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- Instructor-led sessions linking secretarial practice with office management.
- Practical exercises in workflow mapping, filing, and business writing.
- Case studies of administrative systems in corporate and public offices.
- Role-play exercises on communication, coordination, and difficult requests.
- Group workshops to redesign an office system end to end.
- Continuous knowledge checks and a final applied office management project.

Who Should Take This Course

- Office managers and administration supervisors.
- Secretaries and executive assistants.
- Administrative coordinators and departmental officers.
- Reception and front-office supervisors.
- Records and document control staff.
- Administrative professionals aiming for wider office responsibility.

The Integrated System for Secretarial and Office Management Course Outlines

Day 1: Office Management Foundations

- The integrated office: how secretarial and management roles connect.
- Organisational structures, reporting lines, and office governance.
- Standard operating procedures and process mapping basics.
- Roles, responsibilities, and delegation boundaries.
- Professional image, etiquette, and workplace conduct.
- Office risk awareness and business continuity basics.



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- Workshop: mapping a complete office workflow.

Day 2: Time, Priority, and Workflow Management

- The Eisenhower Matrix and urgent-important prioritisation.
- Time blocking, task batching, and managing interruptions.
- Daily and weekly planning across multiple workstreams.
- Deadline control, reminders, and follow-up discipline.
- Working with Microsoft Outlook calendars and task lists.
- Handling peak periods and unexpected workload surges.
- Workshop: planning a full office week across teams.

Day 3: Correspondence, Records, and Document Control

- Correspondence registers and incoming and outgoing tracking.
- Filing structures, taxonomies, and naming conventions.
- Document version control and approval workflows.
- Physical and digital archiving and retention basics.
- Confidentiality, access control, and data protection practice.
- Supplies, asset registers, and vendor coordination.
- Workshop: building an integrated correspondence and filing system.

Day 4: Meetings, Writing, and Professional Communication

- Meeting preparation: agendas, papers, and logistics.



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- Minute-taking techniques and action tracking registers.
- Email etiquette, tone, and structuring clear messages.
- Writing memos, briefs, and administrative reports.
- Telephone, virtual meeting, and front-desk standards.
- Using Word, Excel, PowerPoint, and Teams professionally.
- Workshop: drafting an agenda, minutes, and a formal memo.

Day 5: Coordination, Budgets, and Performance

- Coordinating across departments and external stakeholders.
- Administrative budgeting and cost tracking.
- Preparing office reports and performance updates.
- Administrative KPIs: turnaround time, accuracy, and service quality.
- Continuous improvement in office administration.
- Building a personal development plan for office staff.
- Workshop: presenting an office improvement plan.

Conclusion

By successfully completing The Integrated System for Secretarial and Office Management Training Course, participants will have acquired the knowledge to run an office function as one connected system, with clear workflows, disciplined time management, controlled records, and confident professional communication. They will also gain the ability to manage office resources, budgets, and performance measures. Furthermore, the course prepares teams to reduce delays and errors across daily administrative work. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready administrative practice.





FAQs

Q1 What is the "The Integrated System for Secretarial and Office Management" course about?

It is a practical programme on running secretarial and office management as one connected function. It covers workflow design and standard operating procedures, time and priority management, correspondence and records control, meeting and minute-taking practice, business writing, office budgets and resources, and administrative performance measurement.

Q2 What are the key benefits of the "The Integrated System for Secretarial and Office Management" course?

Participants gain an office that runs on clear systems instead of personal memory, which cuts delays, lost documents, and duplicated effort. The course improves communication with managers and clients, strengthens records control and confidentiality, reduces administrative cost through better supplies and vendor management, and gives managers measurable service data.

Q3 What skills will I gain from the "The Integrated System for Secretarial and Office Management" course?

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Office workflow design and systems administration; time, priority and schedule management; correspondence, records and document control; and professional business writing, coordination and office performance measurement.

Q4 What tools, methods, or standards are covered in the "The Integrated System for Secretarial and Office Management" course?

The course covers process mapping and standard operating procedures, the Eisenhower Matrix and time blocking, correspondence registers, taxonomies and naming conventions, document version control, minute-taking and action registers, office asset registers, administrative KPIs, and Microsoft Outlook, Word, Excel, PowerPoint, and Teams.

Q5 How is the "The Integrated System for Secretarial and Office Management" course applied in real-world practice?

Graduates apply it by mapping and restructuring their office workflows, unifying correspondence and filing systems, and planning work across teams around priorities. They also prepare agendas and accurate minutes, manage supplies, vendors, and small budgets, coordinate schedules and travel, and report administrative performance through KPIs.

