

THE SENIOR SECRETARY DEVELOPMENT PROGRAMME: EXCEL & LEAD



GENTEX[®]
TRAINING CENTER



Introduction

Senior secretaries who excel do more than keep the office running; they set standards for it and raise the performance of everyone around them. The The Senior Secretary Development Programme: Excel & Lead Training Course concentrates on that dual outcome. Participants learn to master complex office coordination, then move into leading administrative colleagues, improving systems, and shaping how the office works. Furthermore, the course covers briefing senior management, business writing, records governance, and performance reporting. In addition, it develops supervisory confidence, judgement, and professional presence. As a result, participants return ready to perform at a higher standard and to lead others to the same level.

The Senior Secretary Development Programme: Excel & Lead Course Objectives

- Coordinate complex office workstreams across managers and teams.
- Apply the Eisenhower Matrix and time blocking to demanding schedules.
- Lead administrative and secretarial colleagues with clear standards.
- Design and improve office workflows using standard operating procedures.
- Prepare briefing notes, reports, and papers for senior management.
- Apply professional business writing to correspondence and executive summaries.
- Govern records, document control, and retention to professional standards.
- Coordinate stakeholders and represent the office professionally.
- Build administrative KPIs and report office performance credibly.
- Coach colleagues and plan team skills development.

Course Methodology

- Instructor-led sessions combining advanced secretarial practice with team leadership.

LEARN BOLD. LEAD BEYOND

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



- Practical exercises in workflow design, briefings, and business writing.
- Case studies of high-performing administrative functions.
- Role-play exercises on supervision, coaching, and difficult conversations.
- Group workshops redesigning office systems and reporting frameworks.
- Continuous knowledge checks and a final assessed leadership project.

Who Should Take This Course

- Senior secretaries and lead secretarial staff.
- Executive secretaries and personal assistants with supervisory duties.
- Office supervisors and administrative team leaders.
- Senior administrative assistants handling records and coordination.
- Administrative professionals preparing for office management roles.
- Experienced secretarial staff seeking leadership responsibility.

The Senior Secretary Development Programme: Excel & Lead Course Outlines

Day 1: Performing at the Senior Level

- Scope, authority, and boundaries of the senior secretarial role.
- Working as a trusted partner to senior management.
- Office governance, procedures, and delegation frameworks.
- Professional presence, protocol, and business etiquette.
- Judgement, discretion, and information security discipline.
- Setting personal performance standards and priorities.
- Workshop: defining a senior secretarial role profile.





Day 2: Advanced Coordination and Schedule Control

- Coordinating multiple workstreams and shared deadlines.
- The Eisenhower Matrix and time blocking at office level.
- Managing complex diaries across several managers.
- Follow-up registers, escalation rules, and deadline discipline.
- Handling peak periods, absences, and workload surges.
- Reducing duplicated effort through shared planning tools.
- Workshop: building a multi-manager coordination plan.

Day 3: Leading Administrative Colleagues

- Supervising junior administrative and secretarial staff.
- Allocating tasks, setting quality standards, and checking output.
- Coaching techniques and on-the-job development.
- Giving feedback and handling performance gaps fairly.
- Building teamwork, trust, and coverage for absences.
- Managing conflict between colleagues calmly.
- Workshop: running a structured coaching conversation.

Day 4: Briefings, Writing, and Records Governance

- Writing briefing notes, reports, and papers for senior management.
- Summarising documents into decision-ready summaries.
- Correspondence standards, tone, and approval workflows.
- Document control, versioning, and retention rules.
- Correspondence, decision, and action registers.

LEARN BOLD. LEAD BEYOND

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



- Confidentiality, access control, and audit readiness.
- Workshop: drafting a briefing note and records register.

Day 5: Performance, Improvement, and Development

- Administrative KPIs and office performance reporting.
- Continuous improvement methods for office processes.
- Administrative budgeting and cost tracking at office level.
- Stakeholder coordination across departments and partners.
- Planning team development and skills coverage.
- Building a personal leadership development plan.
- Workshop: presenting an office performance and improvement report.

Conclusion

By successfully completing The Senior Secretary Development Programme: Excel & Lead Training Course, participants will have acquired the knowledge to perform at a senior standard, coordinate complex office workstreams, lead and coach administrative colleagues, prepare briefings for senior management, and govern records professionally. They will also gain the ability to measure office performance and drive continuous improvement. Furthermore, the course prepares participants to lead the administrative function rather than simply support it. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready senior secretarial leadership.

FAQs





Q1 What is the "The Senior Secretary Development Programme: Excel & Lead" course about?

It is an advanced development programme for senior secretarial staff with leadership responsibility. It covers high-level office coordination, supervision and coaching of administrative colleagues, workflow design and improvement, briefing senior management, business writing, records governance, and office performance reporting.

Q2 What are the key benefits of the "The Senior Secretary Development Programme: Excel & Lead" course?

Participants gain the skills to raise the standard of an entire administrative function, not just their own work. The course improves office coordination and reduces duplicated effort, develops confident supervision and coaching ability, strengthens briefings and governance records, and prepares participants for office management responsibility.

Q3 What skills will I gain from the "The Senior Secretary Development Programme: Excel & Lead" course?

Advanced office coordination and schedule control; supervision, coaching and team leadership; workflow design, business writing and briefing preparation; and records governance, performance measurement and continuous improvement.



Q4 What tools, methods, or standards are covered in the "The Senior Secretary Development Programme: Excel & Lead" course?

The course covers the Eisenhower Matrix and time blocking, standard operating procedures and process mapping, shared planning tools in Outlook and Teams, briefing note and report formats, correspondence, decision and action registers, document version control and retention rules, administrative KPIs, and structured coaching and feedback frameworks.

Q5 How is the "The Senior Secretary Development Programme: Excel & Lead" course applied in real-world practice?

Graduates apply it by coordinating shared deadlines across several managers, supervising and coaching junior colleagues, and redesigning office systems so work runs on clear standards. They also prepare briefings for senior management, maintain governance registers, report office performance through KPIs, and lead improvement projects for the administrative function.