

ADVANCED SECRETARIAL, EXECUTIVE ASSISTANT & OFFICE ADMINISTRATION SKILLS

“Mastering Professional Support, Communication & Organizational Excellence”

Schedule

Date	Venue	Fees (Face-to-Face)
03 – 05 Mar 2026	Doha, Qatar	USD 2495 per delegate
27 – 29 Oct 2026	Muscat, Oman	USD 2495 per delegate

► Available delivery methods: Face-to-Face & Online Training

Introduction

The role of executive assistants, secretaries, and office administrators has evolved significantly, requiring a higher level of professionalism, initiative, and technological fluency. These professionals are vital to the smooth functioning of senior management and day-to-day business operations.

This 3-day advanced training course provides participants with modern tools and practical techniques to excel in executive support, office administration, business communication, and time management. Through interactive sessions, attendees will develop the confidence and capability to handle challenging administrative responsibilities with professionalism and efficiency.

Objectives

By the end of this course, participants will be able to:

- Manage office operations and executive support responsibilities with increased confidence
- Improve time management, scheduling, and organizational skills
- Enhance communication, interpersonal, and customer service abilities
- Apply business writing and digital tools professionally
- Handle multiple priorities, tasks, and executives effectively

Why Attend

- To develop practical and advanced skills needed for modern executive support
- To become more organized, proactive, and efficient in daily tasks
- To improve verbal, written, and virtual communication skills
- To support executive decision-making through proper coordination and information flow
- To strengthen your professional image and workplace influence

Target Audience

This program is designed for:

- Executive and personal assistants
- Senior secretaries and administrative professionals
- Office managers and support staff
- Receptionists and front-office professionals
- Anyone seeking to develop advanced administration skills

Individual Benefits

Key competencies that will be developed include:

- Advanced communication and correspondence management
- Event planning, meeting coordination, and minute taking
- Professional etiquette and emotional intelligence
- Handling stress, deadlines, and competing priorities
- Mastery of office tools, calendars, and file systems

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved administrative efficiency and reduced executive workload
- Consistent, professional communication with clients and stakeholders
- Well-managed schedules, meetings, and documentation
- Enhanced internal coordination and operational support
- Stronger representation of management and office leadership

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Key principles of administration, support, and communication excellence
- Case Studies - Situational exercises on time, task, and conflict management
- Workshops - Practical sessions on writing, scheduling, and organizing
- Peer Exchange - Interactive group learning and role-play simulations
- Tools - Templates for email writing, meeting agendas, event checklists, and digital calendars

Course Outline

Detailed 3-Day Course Outline

Training Hours: 7:30 AM - 3:30 PM Daily Format: 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

Day 1: Professionalism and Organizational Support

- Module 1: Role of the Modern Executive Assistant (07:30 – 09:30) • Elevating from administrative to strategic partner • Understanding leadership styles and expectations • Confidentiality, discretion, and integrity
- Module 2: Office Organization and Information Flow (09:45 – 11:15) • Managing files, data, and records • Streamlining communication and document handling • Using digital tools for organizing tasks and correspondence
- Module 3: Meeting and Travel Coordination (11:30 – 01:00) • Planning internal and external meetings • Minute taking and follow-up techniques • Travel planning and expense documentation
- Module 4: Case Study – Office Scenario Simulation (02:00 – 03:30) • Group activity: handling conflicting requests and time-sensitive tasks

Day 2: Communication, Writing and Client Interaction

- Module 1: Business Communication and Etiquette (07:30 – 09:30) • Professional telephone, email, and video call conduct • Customer service and interpersonal behavior • Dealing with difficult clients or colleagues
- Module 2: Business Writing and Correspondence (09:45 – 11:15) • Composing formal and informal messages • Crafting effective meeting agendas and follow-ups • Using clear, concise, and polite language
- Module 3: Emotional Intelligence in the Office (11:30 – 01:00) • Understanding self-awareness and empathy • Dealing with stress and emotional triggers • Remaining calm under pressure
- Module 4: Communication Skills Role Play (02:00 – 03:30) • Handling complaints, scheduling conflicts, and coordination tasks

Day 3: Time, Task & Office Management Mastery

- Module 1: Time and Task Management (07:30 – 09:30) • Prioritizing urgent vs. important tasks • Using scheduling tools and reminders effectively • Overcoming procrastination and distractions
- Module 2: Event Planning and Coordination (09:45 – 11:15) • Organizing corporate events and executive meetings • Logistics, communication, and follow-through • Creating event checklists and evaluation tools
- Module 3: Career Growth and Image Building (11:30 – 01:00) • Developing personal branding as an office professional • Setting goals and seeking mentorship • Becoming a trusted executive partner
- Module 4: Final Workshop and Action Plans (02:00 – 03:30) • Team presentations and individual improvement plans • Feedback, certification, and course wrap-up

Certification

Participants will receive a Certificate of Completion in Advanced Secretarial, Executive Assistant & Office Administration Skills, recognizing their ability to support executive operations with professionalism, efficiency, and high-impact communication.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
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Interested in running this course for your team?

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