

## CERTIFIED EXECUTIVE SECRETARY

*“Empowering Executive Assistants to Lead, Manage, and Excel with Professional Excellence”*

### Schedule

Venue (In-house)	Fees
At Your Organization Premises	Ask For The Quotation

### Introduction

The Certified Executive Secretary course is designed to develop the advanced skills and professional competence required to support top-level executives effectively. In today’s fast-paced corporate environment, executive secretaries and assistants are expected to be proactive decision-makers, effective communicators, and strategic partners in business operations.

This program provides participants with the essential tools and techniques to manage executive offices efficiently, handle confidential information, coordinate complex schedules, and communicate with confidence. It focuses on developing professionalism, leadership, and organizational intelligence to enhance performance and executive support quality.

### Objectives

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

- Understand the evolving role of the executive secretary in modern organizations.
- Manage executive schedules, meetings, and communications effectively.
- Demonstrate professionalism and discretion in handling sensitive information.
- Enhance business communication, presentation, and writing skills.
- Coordinate projects, travel, and events with precision.
- Strengthen interpersonal and leadership skills to support executives.
- Apply time management and organizational techniques for peak performance.

## Why Attend

This course empowers executive secretaries and assistants to take on greater responsibilities with confidence. It enables them to transition from routine administrative support to strategic business partners, improving both personal performance and executive productivity.

## Target Audience

- Executive and Personal Secretaries
- Executive Assistants and Office Managers
- Administrative and Office Professionals
- Senior Administrative Coordinators
- Anyone supporting top management or senior leadership

## Individual Benefits

- Enhance professionalism and executive-level communication.
- Build confidence in managing high-level administrative responsibilities.
- Improve planning, organization, and coordination skills.
- Learn advanced business etiquette and protocol.
- Strengthen leadership and decision-making abilities.
- Increase career advancement opportunities and recognition.

## Organizational Benefits

- Improve executive office efficiency and coordination.
- Strengthen communication between executives and teams.
- Enhance corporate image through professional administrative support.
- Ensure confidentiality and accuracy in all executive matters.
- Develop skilled, dependable, and proactive executive support staff.
- Foster a culture of professionalism and operational excellence.

## Instructional Methodology

- Interactive presentations and real-life case studies
- Group discussions and role-playing exercises
- Video demonstrations and communication workshops
- Time management and problem-solving simulations
- Hands-on assignments and performance feedback
- Personal action planning and mentoring sessions

## Course Outline

- Module 1: The Modern Role of an Executive Secretary
- Module 2: Professional Image, Ethics, and Confidentiality
- Module 3: Advanced Communication and Business Correspondence
- Module 4: Time, Task, and Priority Management
- Module 5: Managing Meetings, Schedules, and Travel Arrangements
- Module 6: Event Coordination and Office Protocol
- Module 7: Leadership, Teamwork, and Conflict Management
- Module 8: Office Technology and Digital Productivity Tools
- Module 9: Executive Support and Decision-Making Techniques
- Module 10: Personal Development and Continuous Professional Growth

## Certification

Upon successful completion, participants will receive a Certified Executive Secretary certificate, recognizing their expertise, professionalism, and capability to perform effectively in executive-level administrative roles.

## Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

### In-House / Customized Training

Interested in running this course for your team?

Please contact us:

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