KTI SEMINARS

ADVANCED EXECUTIVE OFFICE ADMINISTRATION AND SECRETARIAL SKILLS

COURSE DESCRIPTION

Office Administration and Secretarial Skills encompass a broad range of tasks, responsibilities, and activities aimed at ensuring the efficient operation of an organization's administrative functions and office environment. It involves overseeing various administrative processes, managing office resources, and supporting the overall functioning of the organization. Administration, Office Management and Secretarial Skills play a critical role in supporting the smooth functioning of an organization by ensuring that administrative tasks are handled efficiently, office resources are effectively managed, and the office environment is conducive to productivity and success.

For the purposes of this training, Advanced executive office administration and secretarial skills refer to the specialized set of competencies and capabilities required to perform high-level administrative duties and support functions within an executive office or senior management environment. Unlike basic office administration and secretarial tasks, advanced skills in this field encompass a deeper level of expertise, proficiency, and strategic thinking to effectively manage complex administrative responsibilities and provide comprehensive support to executive-level professionals.

Here, your team of administrative managers and executive secretaries will explore various technologies and software applications commonly used in office environments to streamline administrative processes, manage tasks and schedules, and automate routine tasks. This may include training on productivity suites such as Microsoft Office or Google Workspace, as well as task management tools, scheduling software, and secretarial skill technologies. Participants will be taken through best practices in office administration, efficient workflows, and effective communication strategies to enhance productivity and efficiency in their roles.

COURSE OUTLINE

Module 5 – Stakeholder Engagement and Relationship Management

- Serving as a primary point of contact for internal and external stakeholders
- Building and maintaining positive relationships with key stakeholders
- Managing inquiries, requests, and feedback with professionalism and responsiveness
- Resolving conflicts and addressing stakeholder concerns effectively

Module 6 – Office Operations and Facilities Management

- Overseeing office operations, including procurement and inventory management
- Coordinating office maintenance, repairs, and facilities upgrades
- Managing vendor relationships and negotiating contracts
- Ensuring compliance with health and safety regulations

Module 7 – Leadership and Decision Support

- Providing decision support to executives through research and analysis
- Preparing executive briefings, presentations, and background materials
- Collaborating with executive team members to drive strategic initiatives
- Exercising leadership and initiative in the absence of executives

Module 8 – Technology Proficiency and Digital Tools

- Advanced proficiency in office productivity software (e.g., Microsoft Office Suite)
- Utilizing communication and collaboration tools (e.g., Microsoft Teams, Slack)
- Managing information using document management systems and databases
- Leveraging automation tools and software for increased efficiency