MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

Administration and Customer Service

Advanced Skills for Executive Secretaries

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2515	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course **View Online Course Page**

Course Overview

The 21st century administrative assistant, executive secretaries and PA’s play a vital role in supporting management. Understanding the key techniques and skills of management will increase the level of positive support they can give. An appreciation of the role of management will enhance communication and lead to more efficient working environment. This course will supply participants with an awareness of the management skills they require to produce enhanced results.

Course Outcomes

- Define the role of the Administrative Assistant, Executive PA/Secretary as part of the management Team, for the 21st century organization
- Contribute more effectively by understanding your own organization and the business environment
- Use appropriate management skills to influence work flow
- Design, implement and evaluate office procedures to enhance productivity
- Develop your basic teamwork skills and explore how to make the most of your available time
- Effectively communicate verbally and in writing to all levels
- Adopt a systematic approach to decision making and problem solving
- Discover how a competency based recruitment system can ensure effective staff selection.

Course Outline / Curriculum

Functions of Management (21st Century Methodologies)

Management theory and practice

Planning, organizing, leading and controlling

The management of change

Six sigma

Human Resources Management

Effective communication

Interpersonal skills (negotiations & conflict management)

Leadership and team building

Time management and delegation

Performance appraisal

Group dynamics and group behaviour

Personnel and human resources management

Financial Management

Physical and financial budgeting

Management accounting and decision making

Interpretation of financial reports

Marketing management

Information Management

Information systems and technology

Computer application

Management information and information management

Understanding Self and Others

Understanding what makes us what we are, Hilltops

The Personality Triangle

Using Emotional Intelligence to develop customer relations

Assertive Face to Face Communication

The role of body language, voice and words

How to listen well

How to give and take instructions

Effective Telephone Communication

Business writing

E-mail Etiquette

How to write minutes and agendas

Competency-Based Recruitment

How to write or interpret core competencies which will relate to all roles

Role specific competencies

Questions you should ask at the interview to test the competencies

Change Management

Change models and processes

Why people resist change

Characteristics of successful organizational change

How to Make Great Decisions

The six step decision making process

How to address conflict and see it as a positive

Using the Six Thinking Hats to solve problems

Making Time Work for you

Knowing your barriers to good time management through the time log.

Understanding the key results areas of your role

Declaring war on time

Ideal vs. actual use of time

Developing a Professional Image

Characteristics of a professionalhow to look, how you speak, how you react under pressure.

Improving your credibility through networking and becoming more visible.

How to develop confidence and self esteemlearning the secrets of positive thinking and cutting out “choke” in your life

Events Management

Project Management

Selecting the venue

Invitations

Logistics

General Computer Application

Mastering Microsoft Application Software:

Micro soft Word

Micro soft Excel

Micro soft Access

Micro soft Power Point

Target Audience

This course is earmarked for Executive Secretaries, Professional Office Administrators, Chartered Corporate Secretaries and Middle to Senior Personal Assistants

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templatesand methods they canapply immediately atwork.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability andservice delivery.

Sponsor-Friendly

This document isdesigned to helpsupervisors, HR units andsponsors approve delegate participation quickly.

ProfessionalRecognition

Delegates receivetraining documentationand a certificate ofcompletion aftersuccessful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

Pretoria, South Africa

Vic Falls, Zimbabwe

Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

Kigali, Rwanda

Kampala, Uganda

Nairob

Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

Accra, Ghana

Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

Online, E-Learning

Remote Teams

Flexib

Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

Onsite

Custom Dates

Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

Register / Apply Online

View Full Course Page

About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	Advanced Skills for Executive Secretaries
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____