MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

Administration and Customer Service

Management Development Programme for Secretaries and Administrators

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

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2517	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course

View Online Course Page

Course Overview

Magna Skills presents the Management Development Programme for Secretaries and Administrators, a comprehensive course designed to enhance the managerial and leadership skills of secretaries, administrative professionals, and executive assistants. This programme focuses on equipping participants with the necessary knowledge and competencies to effectively manage office operations, support senior management, and contribute to organizational success through strategic thinking and proactive decision-making.

Course Outcomes

- Upon completion of the programme, participants will:

1. **Enhance Administrative and Organizational Skills:**
   - Develop advanced administrative and organizational skills to streamline office operations.
   - Learn efficient time management techniques to prioritize tasks and meet deadlines effectively.
2.

Strengthen Communication and Interpersonal Skills:

- Improve communication skills to convey information clearly and effectively.
- Enhance interpersonal skills to build rapport with colleagues, clients, and stakeholders.

3. **Master Office Management and Technology:**
   - Gain proficiency in office management practices, including document management and workflow optimization.
   - Learn to leverage technology tools and software for enhanced productivity and efficiency.
4. **Develop Leadership and Decision-Making Skills:**
   - Acquire leadership skills to lead and motivate teams effectively.
   - Develop decision-making abilities to handle challenging situations and resolve conflicts diplomatically.
5. **Foster Professional Growth and Development:**
   - Cultivate a proactive approach to professional development and continuous learning.
   - Identify opportunities for career advancement and personal growth within the organization

Course Outline / Curriculum

Module 1: Advanced Administrative Skills

- Office organization and time management
- Records management and document control

Module 2: Effective Communication Strategies

- Business writing and professional correspondence
- Verbal communication and active listening skills

Module 3: Office Management and Technology

- Office equipment and facilities management
- Utilizing technology for office productivity (e.g., Microsoft Office Suite)

Module 4: Leadership and Team Management

- Leadership styles and approaches
- Team building and motivation techniques

Module 5: Decision-Making and Problem-Solving

- Strategic decision-making processes
- Problem-solving methodologies and techniques

Module 6: Interpersonal Skills and Conflict Resolution

- Building rapport and relationships
- Conflict resolution strategies in the workplace

Module 7: Project Management Fundamentals

- Project planning and scheduling
- Monitoring progress and managing resources

Module 8: Financial Management for Administrators

- Budgeting and expense management
- Financial reporting and analysis

Module 9: Professional Development and Career Planning - Setting career goals and objectives - Networking and professional growth opportunities

Module 10: Ethical Practices and Professionalism - Ethical standards and conduct in the workplace - Maintaining professionalism and integrity as an administrative professional

This Management Development Programme for Secretaries and Administrators is suitable for secretaries, administrative assistants, executive assistants, and office managers seeking to enhance their managerial and leadership skills. Through a blend of theoretical knowledge, practical exercises, case studies, and discussions, participants will develop the competencies needed to excel in their roles and contribute effectively to organizational success

Target Audience

- Team Assistants and PAs,
- Office Managers
- Executive Assistants
- Administrators
- Secretaries
- Assistant Program Officers,

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templates and methods they can apply immediately at work.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

Sponsor-Friendly

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

Professional Recognition

Delegates receive training documentation and a certificate of completion after successful 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
- Nairobi,
- 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
- Flex

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	Management Development Programme for Secretaries and Administrators
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 _____