MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

Administration and Customer Service

Administrative Assistants and Professional Executive Secretaries

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

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSD2518	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course

View Online Course Page

Course Overview

Magna Skills proudly presents the Administrative Assistants and Professional Executive Secretaries Development Program, designed to empower administrative professionals with the essential skills and knowledge required for success in today's dynamic business environment.

This comprehensive course covers a wide range of topics, including organizational efficiency, communication strategies, time management, and advanced administrative tasks. Participants will enhance their capabilities, enabling them to play a pivotal role in the seamless operation of their organizations.

Course Outcomes

Upon completion of the Administrative Assistants and Professional Executive Secretaries Development Program, participants will:

1. **Master Organizational Efficiency:**
   - Develop strategies for optimizing workflow and organizational processes.
   - Enhance efficiency in managing tasks and responsibilities.
2.

Effective Communication Skills:

- Improve written and verbal communication skills for professional correspondence.
- Enhance interpersonal communication to build effective working relationships.

3. **Time Management and Prioritization:**
   - Learn techniques for effective time management and prioritization of tasks.
   - Handle multiple responsibilities with grace and efficiency.
4. **Advanced Office Technology Proficiency:**
   - Gain proficiency in utilizing advanced office technologies and tools.
   - Explore time-saving applications for improved productivity.
5. **Meeting and Event Coordination:**
   - Develop skills in planning and coordinating successful meetings and events.
   - Manage logistics, invitations, and follow-up procedures effectively.
6. **Confidentiality and Professionalism:**
   - Understand the importance of maintaining confidentiality in administrative roles.
   - Cultivate a professional and ethical approach to work.
7. **Problem-Solving and Decision-Making:**
   - Hone problem-solving and decision-making skills for effective issue resolution.
   - Learn to navigate challenges with a strategic and proactive mindset.
8. **Career Development Strategies:**
   - Explore avenues for professional growth and development.
   - Develop a personalized career development plan for continued success.

Course Outline / Curriculum

Module 1: Organizational Efficiency and Workflow Optimization

- Strategies for streamlining administrative processes
- Tools for optimizing time and resources

Module 2: Communication Mastery for Administrative Professionals

- Professional written communication
- Effective verbal communication and active listening

Module 3: Time Management and Task Prioritization Techniques

- Prioritizing tasks based on urgency and importance
- Time-saving tips and productivity hacks

Module 4: Advanced Office Technologies and Tools

- Proficiency in MS Office Suite and other relevant software
- Leveraging technology for increased efficiency

Module 5: Meeting and Event Coordination Skills

- Planning and organizing successful meetings
- Coordinating events with precision and attention to detail

Module 6: Confidentiality and Professionalism in the Workplace

- Understanding the importance of confidentiality
- Maintaining a high level of professionalism in administrative roles

Module 7: Problem-Solving and Decision-Making Strategies

- Approaches to effective problem-solving
- Decision-making frameworks for administrative professionals

Module 8: Career Development and Continuous Learning

- Identifying professional growth opportunities
- Creating a personalized career development plan

Delivery Format: The Administrative Assistants and Professional Executive Secretaries Development Program will be delivered through a blend of interactive workshops, case studies, group discussions, and practical exercises. Participants will have the opportunity to apply newly acquired skills in real-world scenarios, fostering a hands-on and engaging learning experience. Additionally, guest speakers and industry experts may be invited to share insights and best practices.

Who Can Attend: This program is ideal for individuals aspiring to excel in administrative roles, including but not limited to:

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Administrative Assistants

- Executive Assistants
- Secretaries
- Office Managers
- Administrative Coordinators
- Personal Assistants
- Support Staff in managerial and executive offices

Target Audience

Those employees who perform the tasks within a secretarial or administrative position, wishing to improve their skills, or those who are new to, or about to be appointed to such a position. It is suited to all persons in administration in commercial or non-commercial organisations where they are required to work effectively with others as a member of a team to foster and maintain sound working relationships

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
- 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	Administrative Assistants and Professional 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 _____