



ADMIN AND SECRETARIAL

"Great leaders know how to delegate, and they trust their secretarial team to handle the details."



“Empowering Minds, Transforming Careers”

www.leaders.qa

ABOUT US



Leaders Training Centre stands at the forefront of premium training services, dedicated to nurturing both individual and organizational growth in Qatar.

Backed by a seasoned team of trainers, we offer a diverse array of courses spanning leadership, management, marketing, HR, accounting, finance, health and safety, language proficiency, and more.

Our commitment to practical, hands-on learning ensures tangible results. As the exclusive CFA Institute prep provider in Qatar, we forge robust partnerships with esteemed organizations like Qatar Investment Authority (QIA), Baladna, The Commercial Bank, Oryx, Qatar Foundation Endowment, QAPCO, QDVC, among others, fulfilling their professional development needs with distinction.



COURSE OVERVIEW

This 18-hour course equips administrative and secretarial professionals with essential skills to manage time, prioritize tasks, communicate effectively, and use office technology efficiently. Through six modules, participants will practice organizing meetings, taking minutes, and maintaining professionalism.

Ideal for both new and experienced staff, the course offers practical strategies to boost office productivity and professionalism. Participants will leave with an action plan for improving office efficiency and templates for professional communication.

Why companies need this training?

- **Improves Office Efficiency:** Admin and secretarial training equips staff with the skills to manage time, prioritize tasks, and streamline office operations, leading to a more organized and productive workplace.
- **Enhances Professional Communication:** The course helps employees master business communication, ensuring professional and clear correspondence with internal and external stakeholders, which is essential for smooth operations.
- **Supports Effective Team Coordination:** Trained admin staff can efficiently manage meetings, schedules, and documents, allowing teams to focus on key tasks and maintain workflow, contributing to overall business success.



OUTCOMES & DELIVERABLES

Training Outcomes

- Perform core administrative and secretarial duties efficiently.
- Demonstrate effective communication and organizational skills in the workplace.
- Manage time, prioritize tasks, and handle multiple responsibilities simultaneously.
- Utilize modern office tools and technology for increased productivity.
- Maintain a professional demeanor in all business interactions.
- Coordinate meetings, take minutes, and manage schedules with accuracy.

Deliverables

- **Task Management Toolkit** – Participants will develop a personalized system for task prioritization and time management.
- **Professional Email Template Collection** – A set of templates for business communication.
- **Action Plan for Office Efficiency** – A plan for implementing efficiency improvements in daily administrative tasks.





COURSE OUTLINE

The course is divided into 6 modules, with each module lasting 3 hours. The training combines practical skills with real-life administrative tasks, ensuring participants can directly apply their learning in the workplace.

01

Essential Administrative and Secretarial Skills

- Overview of administrative and secretarial roles.
- Organizing and managing office documents and records.
- Managing business correspondence and professional communication.
- Understanding confidentiality and data protection.

02

Time Management and Prioritization

- Time management principles.
- Tools for task prioritization (e.g., Eisenhower Matrix).
- Managing calendars, deadlines, and conflicting priorities.
- Dealing with interruptions and staying focused.

03

Effective Communication and Professional Writing

- Structuring clear and professional emails.
- Telephone and face-to-face communication etiquette.
- Handling sensitive communication and conflict.
- Listening and responding effectively.

04

Managing Meetings and Taking Minutes

- Coordinating and scheduling meetings.
- Preparing agendas and distributing meeting materials.
- Techniques for taking accurate meeting minutes.
- Following up on action items after meetings.

05

Using Office Technology and Tools

- Introduction to office software (MS Office, Google Workspace).
- Organizing digital files and data management.
- Scheduling software and task management apps.
- Basic troubleshooting for common office technology issues.

06

Professionalism and Office Etiquette

- Maintaining a professional demeanor in business settings.
- Building good working relationships with colleagues.
- Handling confidential information responsibly.
- Managing stress and maintaining work-life balance.



CALL US TODAY!

Leaders Training Centre: Empowering professionals to reach new heights by nurturing their career growth.

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