



ADMINISTRATION AND SECRETARIAL

Achieving Administrative Excellence

Course code: AS-007

SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

Administrative professionals are essential to organizational effectiveness and operational success. This course enables participants to improve productivity, strengthen communication skills, manage workplace responsibilities efficiently, and develop the personal and professional capabilities needed to achieve administrative excellence in modern work environments.

Why Attend

This course uses an interactive methodology combining presentations, practical exercises, role plays, group discussions, workplace scenarios, case studies, self-assessments, and hands-on activities designed to encourage practical application and skill development.

Who Should Attend

Administrative professionals
Executive assistants
Secretaries and coordinators
Office managers
Administrative supervisors
Personal assistants
Employees responsible for administrative support

— Learning Objectives

- Improve workload management and organizational effectiveness
- Apply practical time management and prioritization techniques
- Strengthen workplace communication and interpersonal skills
- Build productive working relationships with managers and teams
- Enhance professional behavior and workplace image
- Manage stress and maintain personal effectiveness
- Utilize technology and administrative tools efficiently
- Develop a continuous professional growth strategy

— Course Outline

DAY
1

Managing Priorities and Administrative Effectiveness

- Defining personal and professional goals aligned with workplace responsibilities
- Improving productivity through smarter work practices and efficient methods
- Establishing priorities and scheduling activities effectively
- Creating practical administrative systems and workflow procedures
- Recognizing productive habits and reducing time-consuming activities
- Utilizing modern technologies and digital tools to improve administrative performance

DAY
2

Building Strong Communication and Interpersonal Skills

- Understanding different communication approaches and styles
- Developing confident and respectful workplace communication techniques
- Establishing professional boundaries while maintaining positive relationships
- Understanding personality differences and behavioral preferences
- Managing challenging situations and workplace interactions effectively
- Strengthening emotional intelligence and reducing unnecessary workplace conflict

DAY
3

Enhancing Administrative Coordination and Team Support

- Managing administrative activities in virtual and hybrid work environments
- Building effective professional partnerships with managers and leadership teams
- Improving calendar management and scheduling coordination techniques
- Organizing travel arrangements and logistical activities efficiently
- Planning work continuity and delegation during absences or unexpected situations
- Managing meetings effectively, including preparation, participation, and documentation

DAY
4

Professional Skills and Workplace Presence

- Improving telephone communication and customer interaction practices
- Writing professional and effective business correspondence
- Enhancing digital communication and technology usage skills
- Applying visual planning techniques to improve organization and productivity
- Understanding basic event and project planning principles
- Delivering confident presentations while maintaining a professional image in both office and remote settings

DAY

5

Personal Effectiveness and Stress Management

- Managing responsibilities, relationships, and workplace demands effectively
- Understanding personal motivation and performance drivers
- Maintaining engagement and productivity during periods of uncertainty
- Managing pressure, stress, and emotional challenges at work
- Creating a healthy balance between professional and personal responsibilities
- Developing long-term professional growth and continuous learning plans

— Upcoming Classroom Dates

DATE	LOCATION	FEE
5 - 9 October 2026	Barcelona - Spain	€1,925
12 - 16 October 2026	Munich - Germany	€2,125
9 - 13 November 2026	London - United Kingdom	€2,100
16 - 20 November 2026	Munich - Germany	€2,125
7 - 11 December 2026	Madrid - Spain	€2,125
14 - 18 December 2026	Geneva - Switzerland	€2,625
21 - 25 December 2026	Istanbul - Türkiye	€1,425
4 - 8 January 2027	Kuala Lumpur - Malaysia	€1,400

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.