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COURSE BROCHURE

Administrative and Executive Secretarial Skills Training Course

25 – 29 October 2027
Vienna

Administrative and Executive Secretarial Skills Training Course

Ref: 708_26516 **Date:** 25 – 29 October 2027 **Location:** Vienna **Fees:** 5900 GBP

Administrative and Executive Secretarial Skills is a 1-week training course for executive secretaries and senior administrators who leave with an executive support routine covering diary control, board pack preparation, correspondence handling and gatekeeping. Senior leaders now depend on one trusted secretary to protect their time and their decisions. Jupiter Prime Training offers this course in administrative and executive secretarial skills.

Why Administrative and Executive Secretarial Skills Matter Now

Executives face more meetings, more requests and shorter decision windows than ever. A calendar that fills itself, a board pack that arrives late or a letter that misses its tone can cost a leader credibility in a single week. Executive secretaries who control the diary, curate papers and filter access give their principal hours back each week. In banking groups and hospital trusts alike, boards now expect papers that are indexed, version-controlled and circulated on a fixed timetable. The course builds on time-blocking methods, board paper conventions and triage rules for incoming requests.

Who Gains Most from Administrative and Executive Secretarial Skills

- Executive secretaries supporting a chief executive or director
- Senior administrators who coordinate board and committee papers
- Personal assistants who draft letters and replies on behalf of a principal
- Office managers who screen callers and visitors for a leadership team
- Secretaries moving from team support into a single-executive role

Pairs of secretaries who cover for each other gain most when they attend together and agree one shared routine.

Administrative and Executive Secretarial Skills Capabilities

Participants move from reacting to requests to running the executive's working week on purpose.

- Design a diary with protected focus blocks and buffer slots — the principal
- Assemble a board pack with index, cover papers and version log — board members
- Draft and sign off correspondence in the executive's voice — external partners
- Triage requests for time and decide who gets access — senior colleagues
- Run a weekly look-ahead briefing with the principal — the executive office
- Document an executive support routine for cover staff — deputising secretaries

Key Administrative and Executive Secretarial Skills Terms

- Diary control — owning the executive's calendar so that every booking passes through agreed rules and priorities.
- Time blocking — reserving fixed calendar slots for focus work, travel or preparation before meetings are accepted.
- Board pack — the bound set of agenda, cover papers and reports sent to directors before a board meeting.
- Cover paper — a one-page summary placed on top of a report stating its purpose and the decision sought.
- Gatekeeping — screening calls, visitors and requests so only matters needing the executive reach them.
- Look-ahead briefing — a short weekly session reviewing the coming fortnight's commitments, deadlines and preparation.

Administrative and Executive Secretarial Skills Day by Day

Day 1: Diary Control and Time Protection

- Diary Ownership Agreement — Setting Booking Rules With the Principal
- Time Blocking Patterns — Protecting Focus and Preparation Hours
- Meeting Request Criteria — Accepting, Shortening or Declining Invitations
- Buffer and Travel Slots — Preventing Back-to-Back Overruns
- Weekly Look-Ahead Briefing — Aligning Priorities Every Monday

Day 2: Board Pack Preparation

- Board Calendar and Paper Deadlines — Fixing the Submission Timetable
- Cover Paper Template — Stating Purpose and Decision Sought
- Pack Indexing and Pagination — Helping Directors Navigate Quickly
- Version Log and Late Papers — Controlling Changes Before Circulation
- Secure Distribution Portals — Releasing Packs to Directors Safely

Day 3: Executive Correspondence

- Writing in the Principal's Voice — Matching Tone and Style
- Letter and Reply Structures — Choosing Formal or Brief Formats
- Inbox Delegation Rules — Deciding What the Secretary Answers Alone
- Sign-Off and Approval Flow — Confirming Drafts Before Dispatch
- Correspondence Log — Tracking Pending Replies and Promises Made

Day 4: Gatekeeping and Access Management

- Request Triage Matrix — Sorting Urgent, Important and Redirectable Items
- Caller Screening Scripts — Saying No Without Damaging Relationships
- Visitor Access Protocol — Managing Arrivals and Unplanned Callers
- Escalation Thresholds — Knowing When to Interrupt the Executive
- Deputy and Cover Handover — Keeping Access Rules During Absence

Day 5: Practising the Executive Support Routine

- Diary Rebuild Exercise — Applying Day 1 Rules to a Crowded Week
- Mock Board Pack — Assembling Papers Against a Tight Deadline
- Correspondence Sprint — Drafting Replies for Principal Approval
- Gatekeeping Role Play — Handling Persistent Callers and Visitors
- Executive Support Routine — Documenting Daily and Weekly Rhythms

Applying Administrative and Executive Secretarial Skills After the Course

- Agree diary ownership rules and protected focus blocks with your principal within the first week back.
- Introduce cover papers and a version log for the next board or committee pack you prepare.

Administrative and Executive Secretarial Skills Questions FAQ

What are administrative and executive secretarial skills and why do they matter now?

They are the methods a senior secretary uses to run an executive's diary, papers, letters and access. They matter now because leaders face more demands on their time, and boards expect well-prepared packs delivered on schedule.

Which roles gain most from administrative and executive secretarial skills?

Executive secretaries, personal assistants to directors, board administrators and office managers serving a leadership team gain most, along with secretaries stepping up to support a single senior executive.

How do administrative and executive secretarial skills differ from general office administration courses?

General office courses cover filing, reception and routine tasks for a whole team. This course focuses on serving one senior principal, with diary control, board packs, correspondence in their voice and gatekeeping.

What do you bring back from administrative and executive secretarial skills?

You bring back an executive support routine with diary rules, a board pack checklist, correspondence templates and a request triage matrix, ready to agree with your principal and share with cover staff.

Administrative and Executive Secretarial Skills: The Way Forward

The executive support routine first shapes how the coming week's diary and requests are handled. Executive secretaries, their principals and deputising colleagues use it as a shared reference for bookings, papers and access. After the first board cycle, review the triage matrix and pack timetable, since leadership priorities and meeting patterns change and the routine should keep pace with them.