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COURSE BROCHURE

Advanced Administrative Communications Training Course

8 – 19 November 2027
Milan

Advanced Administrative Communications Training Course

Ref: 229_7114 **Date:** 8 – 19 November 2027 **Location:** Milan **Fees:** 11100 GBP

Advanced Administrative Communications is a 2-week training course for senior administrators, executive assistants and office managers who draft, edit and route the correspondence of senior leaders, and it ends with an executive office communications calendar. Clear briefing notes, minutes and announcements now shape how fast leaders decide and how staff read change. Jupiter Prime Training runs this course for administrative professionals who want their writing to carry the authority of the office.

Why Administrative Communications Matter Now

Leaders receive more messages through more channels than ever, so a brief that buries its request is simply skipped. Hybrid teams rely on written announcements where a corridor conversation once did the job, and stakeholders outside the organisation judge it by the first letter they receive. An executive office that writes with clear structure, the right register and a reliable approval route saves leaders time, protects relationships and avoids corrections. One that does not creates rework, mixed messages and avoidable escalations. The course rests on plain-language principles and on established formats for briefing notes, action minutes and escalation messages.

Who Gains Most from Administrative Communications

- Assistants who draft and sign letters on behalf of a director or chief executive
- Office managers who coordinate internal announcements and staff bulletins
- Administrators who prepare agendas, board papers and minutes for leadership meetings
- Coordinators who answer external partners, clients and visiting delegations
- Senior secretaries who run shared mailboxes and correspondence logs

An executive office whose assistants, coordinators and office manager attend together gains a shared house style, one approval route and fewer drafts bouncing between desks.

Administrative Communications Capabilities

Participants leave able to turn a leader's intention into a message that reads correctly the first time, whoever receives it.

- Apply plain-language editing to letters and memos — the senior reader who must act on them
- Design briefing notes with options tables — the leader choosing between courses of action
- Build action-focused minutes and trackers — meeting chairs following up decisions
- Specify escalation messages with fact, impact and ask — managers who must respond quickly
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Align announcements, talking points and FAQ sheets — staff and line managers living through change
- Build a communications calendar with approval routes — the executive office planning its year

Key Administrative Communications Terms

- Briefing note — a short document setting out an issue, background, options and a recommendation so a leader can decide quickly.
- Register — the level of formality and tone chosen to suit the reader, the relationship and the purpose of a message.
- Action minutes — meeting records that capture decisions, owners and due points rather than a full account of discussion.
- Holding statement — an initial message issued before all facts are known, confirming awareness and promising a fuller update.
- Delegated voice — writing and signing correspondence on a leader's behalf within an agreed level of authority.
- Cascade order — the planned sequence in which leaders, managers and staff receive an internal announcement.

Administrative Communications Day by Day

Day 1: Executive Office Communication Context

- Executive Office Message Flows — Who Drafts, Approves and Sends
- Stakeholder Audience Mapping — Matching Channel to Reader Seniority
- Communication Risk Spotting — Messages That Need Leader Sign-Off
- Organisational Voice Guidelines — Consistency Across Departments
- Message Audit of Current Correspondence — Gaps Worth Fixing First

Day 2: Tone, Register and Plain Language

- Formal and Neutral Register — Choosing Tone for Senior Readers
- Plain-Language Editing Techniques — Shorter Sentences, Clearer Requests
- Active Voice and Ownership Wording — Making Accountability Visible
- Sensitive Wording Checks — Avoiding Blame, Bias and Ambiguity
- Bilingual Correspondence Conventions — Keeping Meaning Aligned Across Languages

Day 3: Executive Correspondence

- Letter and Memo Structure — Purpose, Context, Request, Close
- Reply-on-Behalf Protocols — Signing Authority and Delegated Voice
- Correspondence Tracking Logs — Deadlines, Owners and Follow-Ups
- Template Libraries — Reusable Openings Without Generic Content
- Proofreading Passes — Facts, Names, Figures and Attachments

Day 4: Briefing Notes and Decision Papers

- Briefing Note Format — Issue, Background, Options, Recommendation
- Options Tables — Presenting Trade-Offs for a Leader's Choice
- Executive Summary Writing — Answer First, Detail After
- Evidence Selection — Which Facts Earn a Place in the Note
- Briefing Packs for Visits and Meetings — Context in One Page

Day 5: Meetings, Agendas and Minutes

- Agenda Design — Decision Items Before Information Items
- Action-Focused Minutes — Decisions, Owners and Due Points
- Minute Approval Routes — Draft Circulation and Correction Handling
- Action Trackers — Closing Items Between Meetings
- Confidential Minute Handling — Restricted Items and Access Lists

Day 6: Internal Announcements and Change Messages

- Announcement Planning — Timing, Sequence and Cascade Order
- Change Messages — Explaining What Changes and Why
- Frequently Asked Questions Sheets — Anticipating Staff Concerns
- Leader Talking Points — Consistent Messages for Line Managers
- Intranet and Email Bulletins — Format Choices for Reach

Day 7: Stakeholder and External Messaging

- Stakeholder Correspondence Plans — Partners, Clients and Authorities
- Diplomatic Refusals and Delays — Protecting Relationships in Writing
- Visitor and Delegation Communications — Invitations, Itineraries and Thanks
- Coordination With Communications Teams — When to Hand Over
- Message Consistency Checks — One Position Across All Channels

Day 8: Escalation and Sensitive Communications

- Escalation Message Structure — Fact, Impact, Ask, Deadline
- Complaint Responses — Acknowledgement, Investigation Status, Resolution
- Incident Holding Statements — First Words Before Full Facts
- Confidentiality Markings — Who May Read, Forward or Print
- Difficult Conversations by Email — When to Switch to a Call

Day 9: Communication Calendars and Workflow

- Communications Calendar Design — Recurring Reports, Events and Deadlines
- Approval Workflow Mapping — Draft, Review, Sign, Dispatch
- Shared Mailbox Rules — Triage Categories and Response Times
- Records and Retention Habits — Filing Sent Correspondence for Retrieval
- Quality Metrics for Correspondence — Turnaround and Error Rates

Day 10: Practising the Executive Office Communications Calendar

- Rewriting a Live Letter in Plain Language — Peer Critique
- Drafting a Briefing Note and Options Table — Leader Simulation
- Producing Action Minutes From a Recorded Meeting — Accuracy Review
- Escalation and Announcement Drafts — Cross-Checked for Tone
- Executive Office Communications Calendar — Final Version and Approval Route

Applying Administrative Communications After the Course

- Audit a month of outgoing correspondence against the plain-language checklist and agree three house-style rules with the leader.
- Pilot the briefing note format and action minutes for one leadership meeting cycle, then refine the templates.

Administrative Communications Questions FAQ

What are administrative communications and why do they matter now?

Administrative communications are the letters, briefing notes, minutes and announcements an executive office produces for leaders. They matter now because leaders read more messages in less time, and hybrid staff rely on written updates, so unclear wording slows decisions and spreads confusion.

Which roles gain most from advanced administrative communications skills?

Executive assistants, senior secretaries and office managers gain most. They write on behalf of leaders, coordinate announcements and keep meeting records, so improved structure and tone shows immediately in faster approvals and fewer corrections from the people they support.

How does an administrative communications course differ from general business writing?

It focuses on the executive office rather than personal writing style. General business writing covers emails and reports; this course adds delegated signing, briefing notes for decisions, action minutes, escalation messages and a calendar that governs what the office sends and when.

What do you bring back from advanced administrative communications training?

You bring back an executive office communications calendar, plus rewritten templates for letters, briefing notes, minutes and escalation messages. Together they give your office one approval route and a house style that new team members can follow from their first week.

Administrative Communications: The Way Forward

The executive office communications calendar lists every recurring report, meeting paper and announcement with its drafter, approver and deadline. Its first use is deciding which messages the leader must sign personally and which can go out in delegated voice. Assistants, office managers and the leader share it, and it is worth revisiting after the first quarter to retire formats nobody reads.