

Management Development Programme for Secretaries and Administrators **Course Details**

Department: Administration and Customer Service

Presented by Magna Skills Development Institute

[Registration Link](#)

Date Created: 06-Jun-2025

Training Coordinator: Denis Wunganayi

EMPOWERING WORKFORCE THROUGH QUALITY TRAINING

- ✓ Expert Facilitators
- ✓ Customized Course Content
- ✓ Practical, Results-Oriented Training
- ✓ Trusted by Governments & Development Partners Across Africa

Contact Us:



+27 6300 79022



www.magnaskills.com

REGISTER NOW



Course Summary

Magna Skills presents the Management Development Programme for Secretaries and Administrators, a comprehensive course designed to enhance the managerial and leadership skills of secretaries, administrative professionals, and executive assistants. This programme focuses on equipping participants with the necessary knowledge and competencies to effectively manage office operations, support senior management, and contribute to organizational success through strategic thinking and proactive decision-making.

Course Objectives

- Upon completion of the programme, participants will:
 1. **Enhance Administrative and Organizational Skills:**
 - Develop advanced administrative and organizational skills to streamline office operations.
 - Learn efficient time management techniques to prioritize tasks and meet deadlines effectively.
 2. **Strengthen Communication and Interpersonal Skills:**
 - Improve communication skills to convey information clearly and effectively.
 - Enhance interpersonal skills to build rapport with colleagues, clients, and stakeholders.
 3. **Master Office Management and Technology:**
 - Gain proficiency in office management practices, including document management and workflow optimization.
 - Learn to leverage technology tools and software for enhanced productivity and efficiency.
 4. **Develop Leadership and Decision-Making Skills:**
 - Acquire leadership skills to lead and motivate teams effectively.
 - Develop decision-making abilities to handle challenging situations and resolve conflicts diplomatically.
 5. **Foster Professional Growth and Development:**
 - Cultivate a proactive approach to professional development and continuous learning.
 - Identify opportunities for career advancement and personal growth within the organization

Course Outline

Module 1: Advanced Administrative Skills

- Office organization and time management
- Records management and document control

Module 2: Effective Communication Strategies

- Business writing and professional correspondence
- Verbal communication and active listening skills

Module 3: Office Management and Technology

- Office equipment and facilities management
- Utilizing technology for office productivity (e.g., Microsoft Office Suite)

Module 4: Leadership and Team Management

- Leadership styles and approaches
- Team building and motivation techniques

Module 5: Decision-Making and Problem-Solving

- Strategic decision-making processes
- Problem-solving methodologies and techniques

Module 6: Interpersonal Skills and Conflict Resolution

- Building rapport and relationships
- Conflict resolution strategies in the workplace

Module 7: Project Management Fundamentals

- Project planning and scheduling
- Monitoring progress and managing resources

Module 8: Financial Management for Administrators

- Budgeting and expense management
- Financial reporting and analysis

Module 9: Professional Development and Career Planning - Setting career goals and objectives - Networking and professional growth opportunities

Module 10: Ethical Practices and Professionalism - Ethical standards and conduct in the workplace - Maintaining

professionalism and integrity as an administrative professional

This Management Development Programme for Secretaries and Administrators is suitable for secretaries, administrative assistants, executive assistants, and office managers seeking to enhance their managerial and leadership skills. Through a blend of theoretical knowledge, practical exercises, case studies, and discussions, participants will develop the competencies needed to excel in their roles and contribute effectively to organizational success



MAGNA SKILLS
www.magnaskills.com

**AVAILABLE IN-
PERSON, ONLINE
& ON-SITE**

JOIN TODAY

WWW.MAGNASKILLS.COM
+27 6300 79022



Company Overview

Who We Are: Magna Skills is a premier training and capacity-building organization specializing in professional development for government institutions, NGOs, and the private sector.

Our Mission: To provide world-class training solutions that equip professionals with the expertise needed to excel in their careers and contribute meaningfully to their organizations.

Our Vision: To be the leading provider of professional training and development across Africa, fostering excellence, innovation, and capacity-building in public and private sectors.

Core Values

- **Excellence** – Delivering high-quality training tailored to meet the evolving needs of professionals.
- **Integrity** – Upholding the highest ethical standards in all our engagements.
- **Innovation** – Embracing new technologies and methodologies to enhance learning experiences.
- **Customer-Centric Approach** – Ensuring client satisfaction by providing relevant, practical, and impactful training.
- **Collaboration** – Partnering with industry experts and institutions to provide the best learning opportunities.

Our Training Methodology

We use a blended learning approach that includes instructor-led training, case studies, workshops, and post-training support.

Why Choose Magna Skills?

- Experienced Trainers
- Customized Training Solutions
- Interactive Learning
- Global Recognition
- Proven Track Record

Request for Training Form

Complete the form and share with Magna Skills Support Team on email info@magnaskills.com or Send Whatsapp on: +27630079022

Approval & Authorization	
Applicant Details	Course Details
First Name:	Course Name:
Last Name:	Training Venue:
Mobile:	Month:
Email:	Training Method: Online[____] Face to Face [____]
Company Name:	Duration:
Country:	Number of Staff Members:

By signing this agreement, both parties confirm their commitment to the terms outlined in this proposal.