



EFFICIENT ADMIN EXECUTIVE

Organized and detail-oriented

SS231: Executive Administrative Skills for Effective Office Management

Training Description:

This comprehensive training course equips administrative professionals with the essential skills to manage official correspondence, prepare formal documents, communicate effectively with internal and external stakeholders, and support senior management through active participation in meetings and policy review processes. Participants will gain practical knowledge and hands-on experience in modern administrative practices.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Create formal presentation memorandums professionally
- ✓ Manage incoming and outgoing correspondence efficiently
- ✓ Prepare accurate and structured meeting minutes
- ✓ Communicate and coordinate effectively with internal departments and external entities
- ✓ Handle communications with senior authorities with professionalism and clarity
- ✓ Attend meetings with senior management, accurately record notes and action items
- ✓ Review internal policies critically, suggest improvements, and present observations clearly to management

Training Designed for:

This training course is intended for Administrative Assistants, Executive Secretaries, Office Managers, Coordinators and Support Staff and Anyone involved in internal and external communications or administrative tasks.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ **Creating Professional Presentation Memorandums**
 - Definition and importance of memorandums
 - Structure and key components of a professional memorandum
 - Language, tone, and style
 - Practical exercises: Drafting different types of memorandums
- ❖ **Activities:**
 - Workshop: Review and critique sample memorandums
 - Hands-on practice: Writing a memorandum based on real-world scenarios

DAY TWO:

- ❖ **Managing Incoming and Outgoing Correspondence**

- Types of official correspondence (letters, emails, circulars, notices)
- Procedures for handling incoming and outgoing mail
- Best practices for logging, archiving, and responding to correspondence
- Confidentiality and security protocols

❖ **Activities:**

- Role-play: Handling different types of incoming and outgoing communications
- Create a sample correspondence log

DAY THREE:

❖ **Preparing Meeting Minutes and Effective Internal Communication**

- Preparing for meetings: Agenda and documentation
- Taking accurate and concise meeting minutes
- Formatting and distributing meeting minutes
- Communicating with internal departments and external organizations

❖ **Activities:**

- Mock meeting: Practice taking and writing minutes
- Draft internal communications based on meeting outcomes

DAY FOUR:

❖ **Communicating with Senior Authorities and Supporting Management**

- Best practices for professional communication with senior officials
- Drafting official correspondence for senior management
- Attending meetings with the Director of Shared Services: Etiquette and expectations
- Note-taking techniques for senior-level meetings

❖ **Activities:**

- Simulated meetings: Practice recording key points and action items
- Writing sample reports and updates for senior management

DAY FIVE:

❖ **Policy Reading, Reviewing, and Reporting**

- Understanding internal policies and procedures
- Critical reading skills: How to review policies effectively
- Identifying gaps, suggesting improvements, and presenting feedback professionally
- Preparing a review report for the Director of Shared Services

❖ **Activities:**

- Exercise: Analyze a sample policy and provide constructive feedback
- Workshop: Drafting a policy review memorandum

❖ **Course Conclusion**

❖ **POST-ASSESSMENT and EVALUATION**

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions

- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

Aisha Relativo - Training & Career Development Manager

aisha@cmc-me.com / training@cmc-me.com

Tel.: +971 2 665 3945 or +971 2 643 6653 | Mob.: +971 52 2954615