Executive Secretary Outlines

CBP A.ES-712

CBP-ES
Certified Business Professional in Executive Secretary

General View on the Program

This program covers a set of fundamental administrative concepts aimed at enhancing capabilities and developing the personal traits, administrative skills, and technical competencies of executive secretarial professionals. It introduces modern secretarial concepts and focuses on essential skills such as time management, meeting coordination, stress management, planning and organization, delegation of authority, team-building, and the use of modern technologies.

Additionally, the program seeks to establish an integrated professional work environment that fosters innovation, enhances skills, and improves administrative efficiency. It empowers those working in executive secretarial and office management roles to enhance their performance, contributing to the achievement of organizational goals.

The Main Objectives

The CBP™ Executive Secretary Certification covers Several topics Executive Secretary areas required to achieve the credential:

- Develop essential leadership skills for effective office and team management
- Master fundamental management principles and decision-making accountability
- Enhance collaborative skills and professional workplace communication
- Strengthen interpersonal skills and positive workplace influence
- Understand critical planning, organization, and priority/time management
- Build core competencies for executive secretarial efficiency and meeting coordination
- Advance professional business writing capabilities
- Acquire stress management and workplace pressure mitigation techniques
- Implement modern office management methodologies and workflow planning
- Apply contemporary approaches to office health and safety standards
- Identify administrative problem types and resolution strategies for business continuity
- Master information organization strategies for operational efficiency
- Develop proficiency in modern office technologies and digital tools

The target Audience

- Professionals working in executive secretarial roles and office management
- Employees in planning, development, and office administration departments
- Certified trainers and consultants specializing in professional development
- Individuals seeking to improve their administrative skills and executive secretarial competencies

Duration of the Program

- The duration of this program is **25 hours of training.** Training hours vary according to the schedules of accredited business professional canters.

Language of the program

- Arabic Language
- English Language

Basic Requirements

- Commitment to learning and professional growth
- Minimum requirement: high school diploma (completed or in progress) or equivalent qualification

Participant Materials and Resources

- Comprehensive student manual
- Practical course training activities
- Pre-assessment and post-assessment evaluations
- Official Prometric certification exam (minimum passing score: 70%)

International Certification

This program prepares participants for the **Certified Business Professional in Executive Secretary (CBP-ES)** examination: Qualifies candidates for international exam: **CBP A.ES-712**

Recommended Complementary Courses

For comprehensive skill development, we recommend these additional programs:

- Planning and Organization
- Business Communication Skills
- Workplace Innovation and Creativity
- Problem-Solving and Decision Making
- Analytical and Systematic Thinking
- Strategic Planning
- Effective Team Leadership

Program Availability

Candidates can enroll in the **Certified Business Professional in Executive Secretary (CBP-ES)** program at **any accredited center across the Middle East and Africa region**.

For a list of accredited training centers, visit our website: www.ibtamea.com

Table of content

Module 7: Problem Solving and Decision Making

• Core skills for problem solving and decision making
• Importance of problem solving and decision making
• Why executive secretaries need these skills
• Types of workplace problems
• The 7-step decision making process
• Creative problem-solving techniques
• Innovation tools for solutions

Module 8: Workplace Stress Management

• Positive and negative aspects of stress
• Why stress management matters for executive secretaries
• Root causes of workplace stress
• Specific stress factors for executive secretaries
• Symptoms of stress
• Stages of stress development
• Effective stress management strategies

Module 9: Office Health and Safety

• Occupational health and safety standards
• Workplace safety checklist
• Risk assessment and work environment analysis
• Common office hazards
• Health/safety considerations for executive secretaries

Module 10: Modern Office Management Systems

• The evolving role of offices in business
• Key office design considerations
• Factors influencing office layouts
• Workspace design and workflow efficiency
• Open-plan vs. traditional office pros/cons
• Workplace ethics fundamentals
• Promoting ethical business practices

Module 11: Records and Document Management

• Archives and documentation systems
• Organizing physical and digital files
• Priority-based information classification
• 11 essential office organization tools

Module 1: Introduction to Executive Secretarial Work

- Definition of executive secretarial roles
- The executive secretary's role in operational support
- Importance in achieving organizational effectiveness
- Core responsibilities of executive secretaries
- Different secretarial roles and scope of work
- Performance enhancement strategies

Module 2: Developing Secretarial Efficiency

- Building professional competence
- Essential administrative skills
- Planning and organizational techniques
- Time and priority management
- Supervision and coordination methods
- Delegation and accountability
- Performance evaluation and process analysis
- Performance measurement tools

Module 3: Modern Office Management Methodologies

- Planning processes in organizations
- Types of organizational planning
- Stages of the planning cycle
- Key performance indicators and their differences
- Goal setting and workflow flexibility
- Prioritization techniques
- Information tracking systems
- Team development strategies

Module 4: Meeting Management

- Effective meeting organization
- Fundamental meeting components
- Purpose and rationale for meetings
- Success factors for productive meetings
- The executive secretary's organizational role
- Pre-meeting, during-meeting, and post-meeting responsibilities
- Qualifications for meeting conveners
- Participant roles in meeting success
- Minute-taking protocols
- Post-meeting follow-up procedures

Module 12: Technology in Administration

• Technology's impact on management
• Productivity apps for executive secretaries
• Computer performance factors
• Hardware types and configurations
• Technology-driven management opportunities
• Essential business software solutions

Engagement Methodology:

We maximize participation through diverse approaches including:

- Presentations
- Group discussions
- Collaborative projects
- Video case studies
- Q&A sessions
- Practical exercises
- Small/large group activities
- Simulation scenarios

Module 5: Professional Business Correspondence and Report Writing

- Fundamentals of writing business letters and reports
- Primary functions of reports
- Importance of mastering report writing
- Core principles of professional writing
- Types of business documents: Reports, Official letters, Memos Administrative correspondence
- Written communication cycle in organizations
- Effective written communication techniques for report drafting
- Comprehensive stages of report preparation
- Structuring and formatting professional reports
- Practical writing exercises

Module 6: Professional Communication Skills

- Communication effectiveness and its workplace impact
- Essential components of successful communication
- Communication types: Verbal and non-verbal
- Effective communication methods in work environments
- Communication barriers and overcoming strategies
- Advanced communication skills: Active listening, Constructive dialogue Persuasion techniques, Questioning methods
- Question classifications with practical examples
- Body language and its communication impact
- Adapting to different personality types