



ADMINISTRATION AND SECRETARIAL | AS-022

Stress Management for Administrative Professionals

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Course content

Why Attend

Administrative roles often involve competing demands, interruptions and tight deadlines. Without effective coping strategies, stress can affect health, performance and job satisfaction.

This Aractech course covers understanding stress, identifying personal stressors, time and workload management, assertiveness and boundaries, handling difficult people, resilience techniques, wellbeing habits and seeking support. Participants build a personal resilience plan.

Course Methodology

- Interactive sessions
- Self-assessments
- Practical techniques
- Role plays
- Personal planning

Course Objectives

- Understand stress and its effects
- Identify personal and workplace stressors
- Manage workload and priorities
- Set boundaries assertively
- Handle difficult people calmly
- Build resilience and wellbeing habits

Target Audience

- Administrative professionals
- Secretaries and assistants

Course content

- Office staff
- Customer-facing support staff

Course outline

Detailed course outline

Day-by-day outline for Stress Management for Administrative Professionals.

Day 1 - Understanding Stress

- 09:00-09:45 | What stress is
- 09:45-10:30 | Signs and effects
- 10:30-11:00 | Personal stressors
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Personal stressors (continued)
- 11:45-12:30 | Workplace factors
- 12:30-14:00 | Exercise: Stress self-assessment

Day 2 - Workload and Time

- 09:00-09:45 | Prioritisation
- 09:45-10:30 | Interruptions
- 10:30-11:00 | Planning
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Planning (continued)
- 11:45-12:30 | Saying no
- 12:30-14:00 | Workshop: Workload plan

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Day 3 - Assertiveness and Boundaries

- 09:00-09:45 | Assertive communication
- 09:45-10:30 | Boundaries
- 10:30-11:00 | Managing expectations
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Managing expectations (continued)
- 11:45-12:30 | Requests
- 12:30-14:00 | Role play: Assertive response

Day 4 - Difficult People

- 09:00-09:45 | Staying calm
- 09:45-10:30 | De-escalation
- 10:30-11:00 | Emotional regulation
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Emotional regulation (continued)
- 11:45-12:30 | Recovery
- 12:30-14:00 | Role play: Difficult caller

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Day 5 - Resilience and Wellbeing

- 09:00-09:54 | Resilience techniques
- 09:54-10:48 | Healthy habits
- 10:48-11:00 | Support networks
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Support networks (continued)
- 12:12-13:06 | Mindfulness
- 13:06-14:00 | Capstone: Personal resilience plan

Seminar dates

Available seminar dates

Live dates and pricing for Stress Management for Administrative Professionals generated from the course details page.

Date	Location	Format	Fee
16 - 20 November 2026	Amsterdam	Classroom	€2,830
7 - 11 December 2026	Paris	Classroom	€3,825
21 - 25 December 2026	Munich	Classroom	€3,225
11 - 15 January 2027	Geneva	Classroom	€4,315
8 - 12 February 2027	Kuala lumpur	Classroom	€1,925
8 - 12 March 2027	London	Classroom	€2,315
12 - 16 April 2027	Barcelona	Classroom	€2,815
10 - 14 May 2027	Munich	Classroom	€3,225
14 - 18 June 2027	London	Classroom	€2,315
12 - 16 July 2027	Amsterdam	Classroom	€2,830

Seminar dates

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Live dates and pricing for Stress Management for Administrative Professionals generated from the course details page.

Date	Location	Format	Fee
9 - 13 August 2027	Paris	Classroom	€3,825
13 - 17 September 2027	Munich	Classroom	€3,225
11 - 15 October 2027	Geneva	Classroom	€4,315
8 - 12 November 2027	Kuala Lumpur	Classroom	€1,925
13 - 17 December 2027	London	Classroom	€2,315
16 - 20 November 2026	Online / Live	Online / Live	€1,815
7 - 11 December 2026	Online / Live	Online / Live	€1,815
21 - 25 December 2026	Online / Live	Online / Live	€1,815
11 - 15 January 2027	Online / Live	Online / Live	€1,815
8 - 12 February 2027	Online / Live	Online / Live	€1,815

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12 - 16 April 2027	Online / Live	Online / Live	€1,815
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14 - 18 June 2027	Online / Live	Online / Live	€1,815
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