

Manager Support Service Coordination Training Course

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Course Overview

Manager Support Service Coordination Training Course is a one-week course for administrative assistants, personal assistants, secretarial staff, and departmental coordinators who leave with a Manager Support Service File. Participants define a support agreement, apply calendar decision rules, route correspondence, triage calls and visitors, prepare meetings and travel, handle confidential information, track delegated tasks, and retain service evidence. The course creates accountable support handoffs. Manager support service coordination is taught by Agile Leaders Training Center.

Who Should Attend

- Administrative support functions responsible for manager requests and departmental coordination
- Personal support functions responsible for calendars, correspondence, and travel arrangements
- Secretarial functions responsible for calls, visitors, meetings, and confidential materials
- Office coordination functions responsible for task handoffs and deadline follow-up
- Management support functions responsible for service records and completion evidence

The course assumes participants support managers or departments and leaves out strategic executive advising, board governance, and specialist travel procurement.

Departments and Industries

The course supports manager-support coordination across service and operational environments.

- Corporate administration and shared services
- Professional and financial services
- Healthcare and education administration
- Industrial and utility support functions
- Government and nonprofit operations

Learning Objectives

By the end of this course, participants will be able to:

- Analyze manager-support requirements, priorities, channels, and service risks
- Build calendar, correspondence, call, and visitor controls
- Apply meeting, travel, and confidential-information decision methods
- Use delegated-task, handoff, deadline, and escalation records
- Evaluate service completion and evidence quality

- Build a Manager Support Service File

Course Agenda

Day 1: Manager Support Agreement

- Manager Support Service Charter
- Responsibility and Boundary Matrix
- Request Intake and Priority Log
- Communication Preference Profile
- Support Service Risk Register

Day 2: Calendar and Correspondence Control

- Calendar Decision Rule Set
- Appointment Conflict Resolution Grid
- Correspondence Routing Matrix
- Response Due-Date Register
- Document Approval Handoff Record

Day 3: Calls, Visitors, and Meetings

- Call Triage Decision Guide
- Visitor Reception Protocol
- Meeting Readiness Checklist
- Agenda and Pack Control Sheet
- Decision and Action Follow-Up Log

Day 4: Travel, Confidentiality, and Delegation

- Travel Requirement Confirmation Form
- Itinerary and Dependency Checklist
- Confidential Information Decision Guide
- Delegated Task Control Register
- Support Exception Escalation Path

Day 5: Manager Support Practice

- Calendar and Correspondence Exercise
- Call and Visitor Triage Simulation
- Meeting and Travel Readiness Exercise
- Confidential Task Handoff Exercise
- Capstone Manager Support Service File

Practical Exercises

The course uses suggested activities based on corporate, healthcare, education, professional-service, and industrial support settings.

- Suggested activity: translate manager preferences into support boundaries and decision rules
- Suggested activity: resolve calendar conflicts and route time-sensitive correspondence
- Suggested activity: triage calls and visitors while protecting confidential information
- Suggested activity: coordinate meeting and travel dependencies and close delegated actions

FAQs

Who does the Manager Support Service Coordination Training Course suit?

The course suits assistants and coordinators who support managers or departments and assumes current responsibility for calendars, communications, meetings, travel, or follow-up.

How does manager-support coordination differ from executive-assistant strategy training?

Manager-support coordination controls recurring service requests and handoffs, while executive-assistant strategy training emphasizes business partnership, advisory judgment, and senior-leadership priorities.

What belongs in a manager-support agreement?

A manager-support agreement defines service scope, priorities, decision rights, communication preferences, calendar rules, confidentiality boundaries, escalation routes, evidence, and review points.

How are calendar conflicts resolved?

Calendar conflicts are resolved using purpose, urgency, stakeholder priority, dependencies, preparation needs, travel time, delegation options, and agreed manager decision rules.

How are delegated manager tasks tracked?

Delegated manager tasks are tracked through a defined outcome, owner, deadline, dependency, status, next action, escalation point, and retained completion evidence.

Conclusion

Participants take back a Manager Support Service File linking support agreements, calendars, correspondence, calls, visitors, meetings, travel, confidentiality, delegated tasks, and evidence. The file replaces informal assistance with defined decisions and accountable handoffs. It helps support professionals protect priorities, coordinate dependencies, and show the completion status of manager requests.

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