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Riyadh - Al Khaleej District - Sheikh Abdul Aziz Bin Abdul Rahman Bin Bishr Street - 13223 - Office No. 5 | P.O.BOX : 13224

Course: Executive Secretariat and Office Management for Top Management

Code	City	hotel	Start	End	price	Language - Hours
AC-689SA	Dammam	Hotel Meeting Room	2027-05-23	2027-05-27	9950 SR	En - 25

Course objectives

- Provide the skills and practical knowledge to provide the role requirements
- Use effective systems to enhance their work capabilities.
- Learn how to handle priorities and handle work loads, by utilizing their own skills or sharing with the responsibility with other team members.

Course outline

DAY 1

- Introduction to the key role and work objectives with the organization and corporate role.
- Understanding organization structures, departmental functions and communication channels
- Keeping and Maintaining Information, Documents and Records.
- Working environments, Maintaining Standards and Administrational Tasks
- Personal skills, Image and Personal Presentation Abilities
- Security: Confidential and Private Information, Procedures and Policies

DAY 2

- Working Smart, efficiency and results
- Time Management Skills
- Check lists and Diaries Control Methods

- Prioritizing and Planning Work Loads
- Delegation
- Feedback
- Tasks, Quality and Measurement

DAY 3

- Office Technology Systems:
- Modern Equipment Available, Efficient and Maximum Utility, Photocopy Machines etc.
- Communications Systems:
- Telephone, Fax and Email, Utilization
- Telephone Efficiency

DAY 4

- Team players: Interaction and utilization skills
- Customer handling skills
- Interpersonal skills development
- Communication Skills: Memos,
- Technical Information,
- Development and Application
- Telephone Manner and Etiquette Skills
- Customer Handling: Gathering Information
- Handling Difficult Customers

DAY 5

- Personal Skills Assessments
- Setting Targets and Personal Goals
- Summary and Discussions
- Summary, Remarks & Conclusion
- General Discussion

- Course Close-up Ceremony;
- Certificates / Diplomas Handling

The Scandinavian Academy for Training Center adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

Program Timings: 9:00 AM to 2:00 PM

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

Our Success Partners

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