





# Course: Professional Diploma in Administration and Office Management

Code	City	hotel	Start	End	price	Language - Hours
731	Dammam	Hotel Meeting Room	2025-10-05	2025-10-16	20450 SR	En - 50

## Introduction:

This is a practical course designed to increase delegates' understanding of the professional administrator in organizations. They will examine the different structures that organizations adopt and how these affect the system's procedures, culture and the people who work in organizations. Course Objectives:

### By the end of the program, participants will be able to:

- Define and understand the role of the office manager / administrator.
- Acquire time management skills required for better office productivity.
- Handle telephone calls properly and professionally.
- List the main causes of stress and the techniques needed to control them.
- Discover communication strategies needed for carrying out responsibilities in an effective manner.
- Develop a service attitude and mindset aimed at the internal and external customer

## How to prepare a professional diploma

- The diploma is held by the direct training system
- Number of hours 80 training hours
- Classes start at 08:00 am and end at 05:00 pm

## Certificates



- The trainee is given a certificate documenting his attendance, participation and interest in the diploma, attested by the Swedish Ministry of Foreign Affairs
- 80% of the diploma hours must be completed to obtain the certificate

## **Advantages of attending and participating in diploma activities with the Scandinavian Academy for Training and Development in the Kingdom of Sweden**

- After completing the diploma and successfully passing it, the trainee participating in the diploma gets a training scientific bag that includes:
  - An integrated training package containing (certificate of attendance, participation and interest in the diploma attested by the Swedish Ministry of Foreign Affairs - the scientific material for the diploma)
- The Scandinavian Academy for Training and Development is a specialized training company registered in the Kingdom of Sweden under the number - 559173-7431
- The certificate issued by the Scandinavian Academy for Training and Development is not considered an academic certificate, but rather a professional certificate documenting participation and attendance in training activities. All attestations of the certificate are commercial attestation only, not academic.

## **Outline:**

### **The Role of the Office Manager/Administrator**

- Perception versus Reality
- Competencies Required for Success
- What It Takes to Be a Star at Work
- Identifying Your Role

### **Effective Communication Skills**



- Improving Credibility and Gaining Recognition
- Speaking and Listening
- Being Assertive
- Selling Your Ideas to the Boss, Colleagues, Subordinates and Clients
- Preparing a Professional Presentation

## **Written Communication**

- What Constitutes Professional Business Writing
- Style and Layout
- Obtaining Your Objective with the Reader
- Stress Management Techniques
- Causes and Symptoms
- Identifying Your Stressors
- Formulating a Comprehensive Stress Management Plan

## **Organizing Meetings**

- Elements of an Effective Meeting
- Preparing the Agenda
- Taking Minute

## **Serving the Internal and External Customer**

- Understanding the Needs of Internal and External Customers
- Having the Right Attitude
- Providing Excellent Service
- Handling Complaints

## **Managing Time**

- Identifying and Eliminating Time Wasters
- Setting Goals and Priorities



- Using Measures to Control and Improve Your Effectiveness
- Planning and Managing Time for Self and Others

### **Using the Telephone Properly**

- Professional Telephone Behavior
- Rules for Good Listening
- Dealing with Difficult Callers
- Identifying Common Phone Problems and Formulating Solutions



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.