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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: Masterclass for Administrative Professionals, Secretaries & PAs

Code	City	hotel	Start	End	price	Language - Hours
MT-691SA	Abha	Hotel Meeting Room	2027-04-04	2027-04-08	9950 SR	En - 25

INTRODUCTION

The roles of administrative professionals in business are continually evolving. This exciting and interactive masterclass is designed to provide you with the opportunity to review and develop your interpersonal and professional skills to maximise your effectiveness.

In this masterclass you will discuss how to:

- Enhance your skills to enable you to work at a higher level
- Appreciate the value and importance of your role
- Understand your business in order to work effectively
- Use communication skills to your advantage and to the benefit of your organisation
- Develop your interpersonal skills to improve your working practice

WHO SHOULD ATTEND?

- Administrative professionals who want to develop and enhance their role within their organisation

PROGRAMME OBJECTIVES

- Build and improve upon existing skill sets
- Understand how to develop your role
- Write more effective correspondence

- How to give memorable presentations
- Become more proactive
- Understand ways in which you can expand your knowledge of the company and business area
- Learn ways to manage your manager
- Discuss interpersonal intelligence and how it can improve your working practice
- Be aware of how to take some control over your time and work output

TRAINING METHODOLOGY

This masterclass will be discussion based, giving you the opportunity to share your issues with the group. There will be activities, practical exercises and debate of real life situations. Delegates should be prepared to talk in depth about their role and to work with others to produce plans for the future.

PROGRAMME SUMMARY

By attending this masterclass, you will be able to return to work having learnt how to expand your role and deal with business situations more effectively.

You will also have the confidence to use these skills and thus raise your profile in your company. You will have an action plan to put into practice.

PROGRAMME OUTLINE

DAY 1 - Building on existing skills

- What is your role?
- Organisational skills
- Planning and prioritising
- Time management under pressure
- Customer service skills and telephone techniques

DAY 2 - Developing the role

- Discuss how you can expand your knowledge of the business
- Ways to become more proactive
- Take some control over your work load
- Cope with and take advantage of change in your work environment
- Goal setting

DAY 3 - The importance and value of communication skills

- Why are communication skills so important?
- Discuss ways to improve your confidence
- Talk about how to be more assertive in the workplace
- Improve your listening skills
- Write more effective business letters and e-mails
- Learn how to structure reports
- Tips to giving excellent presentations

DAY 4 - Managing your manager and raising your profile

- Image management
- Building an effective working relationship with your manager
- What is expected of you?
- Your working style
- Understand how to be effective in meetings
- Working as a team
- Learn to delegate
- Using your skills to enable your manager to concentrate on his/her priorities

DAY 5 - Interpersonal intelligence

- Understanding people
- Expressing yourself with clarity

- Asserting your needs
- Giving and receiving feedback
- Influencing skills
- Resolving conflict
- Being a team player
- Being flexible

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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