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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: The Office_Department Coordinator

Code	City	hotel	Start	End	price	Language - Hours
MT-692SA	Abha	Hotel Meeting Room	2027-11-07	2027-11-11	9950 SR	En - 25

INTRODUCTION

Whatever the job title - whether it be administrator, office manager, secretary or something else - the role of co-ordinating and supporting the work of the office, department or team is crucial to everyone’s success and the achievement of departmental and organisational objectives.

This new programme takes a fresh look at this role and the personal skills and approaches needed to fulfil it effectively.

This includes a focus on:

- managing the workload and work-related stress
- managing personal relationships and communicating effectively
- organising and supporting meetings
- managing information and providing what management needs
- monitoring and administering budgets and projects
- improving office systems and processes
- self-development and career management

WHO SHOULD ATTEND?

- Office/department co-ordinators, other administrative personnel, secretaries and personal assistants

PROGRAMME OBJECTIVES

To help participants develop their skills and understanding and to motivate them so that they fulfil their roles effectively and enhance the quality of service they provide to their bosses and departments.

TRAINING METHODOLOGY

This is a varied and participative programme which includes informal lecture, discussion, case studies, exercises and videos. The programme also provides an excellent opportunity for participants to explore and learn from each other's experience and to benchmark their own approaches accordingly.

PROGRAMME SUMMARY

The programme emphasises the importance of the co-ordinator's role and the need to develop proactive approaches particularly in solving problems and enhancing the quality of the service provided. Also emphasised is the range of personal skills required and how individuals need to take responsibility for their continuing development.

PROGRAMME OUTLINE

DAY 1 - Managing the Workload/ Managing Pressure and Stress

- Programme introduction and the co-ordinator's role
- Streamlining systems and cutting out unnecessary work
- Making the best use of resources
- Planning and priority setting
- Managing requests and conflicting priorities
- Helping others manage their time
- Understanding work-based stress and pressure
- 'Stress-busting' strategies

DAY 2 - Managing Working Relationships and Effective Communication

- Networking and influencing skills – getting co-operation from others
- Managing relationships with the boss
- Taking a briefing and briefing others (task delegation and co-ordination)
- Principles of effective communication
- Getting the best out of e-mail communication
- Assertiveness
- Dealing with conflict and difficult relationships

DAY 3 - Organising Effective Meetings / Managing & Presenting Information

- What makes an effective meeting?
- Developing agendas
- Co-ordinating participants' availability and providing advanced information
- Organising venues – location, layout, equipment and catering
- Organising remote meetings (e.g. teleconferencing)
- Making notes and drafting minutes
- Meeting support - designing effective and attractive PowerPoint slides
- Principles of information management
- Digesting data and making it meaningful
- Presenting graphs and tables
- Principles of report writing – editing and enhancing others' reports

DAY 4 - Managing & Monitoring Budgets and Projects / Getting the Best from Office Technology

- What goes wrong with projects?
- CPA and principles of project planning/scheduling
- Using project planning software
- Budget management – allocating expenditure to budget headings
- Monitoring actual expenditure against budget – variance analysis
- Managing the office environment
- Getting the best from office technology
- Developing paperless systems

- Developing and using relational data-bases

DAY 5 - Developing Your Own Performance/ Getting the Best from Your Appraisal

- Taking a proactive approach to problem solving and continuous improvement
- Identifying blockages to enhanced performance
- Identifying skills and knowledge needs and how to meet them
- Taking an active part in your own appraisal and getting the support you need
- Programme summary and action planning

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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