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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: Professional Office Manager

Code	City	hotel	Start	End	price	Language - Hours
AC-258SA	Al Khobar	Hotel Meeting	2027-11-07	2027-11-11	9950 SR	En - 25

Introduction

The Senior Secretary holds a key position of influence and a powerful partnership with the senior management team. Success in this role has a direct effect on the success of executive operations. The Senior Secretary who understands the role and pressures of management and even thinks like the team will achieve improved performance, outstanding results and respect from superiors and the executive team.

You already hold this position because of your current capability therefore this programme seeks to supplement your current set of capabilities and competence by:-

- Presenting you with an additional set of competences to add to your skills portfolio
- By using interactive team and group exercises to practice the skills learned
- By presenting a series of video's to supplement the theories & learning presented
- Interaction with fellow students from a variety of different organizations for learning & networking
- By developing your skills and capabilities for the future
- By concentration on developing your people and social skills

Objectives

Attendance on this programme will expose participants to a variety of personal and organizational development skills, knowledge and competences designed to improve the effectiveness of individuals in the workplace and their working relationships with colleagues and clients.

The main objectives are:-

- Creating opportunities for your personal development and accepting the challenges when they arise
- Managing yourself, your subordinates, your colleagues and your boss more effectively
- Developing the competence & managerial aspects of your role
- Improving your confidence, assertiveness and communication skills
- Managing the stress and pressure in an increasingly challenging environment
- Understanding your own and others personality & its effect on behaviour
- Make better and more effective decisions

Particular competences that will be developed are:-

- How to communicate better with a wide range of people
- How to negotiate with other more effectively
- How to use a variety of time tools effectively
- Improvement in memory skills
- How to motivate yourself and others How to analyse your performance for future development opportunities

Training Methodology

The seminar is based on a combination of interactive activities - group and individual exercises, case studies, role plays and discussions - along with formal inputs.

The environment will be a supportive one in which individuals with varying degrees of experience will be encouraged to share the approaches they currently use as well as try out new ones that they encounter on the course. The course Tutor will be on hand to answer any questions a delegate may have and to act as a facilitator for building and applying new approaches.

We aim for this to be an enjoyable as well as a learning experience and feel that the mix

of style and learning techniques will prove valuable to those that attend. The tutor is available to discuss any personal or private problems each day.

Organisational Impact

Staff attending this event will appreciate the range of skills and competencies required to fulfill their job role effectively. They will have been exposed to, and will have practiced, techniques in competencies that are essential in the Senior Secretary role. An organisation sending a participant can expect to see:

- An improvement in confidence from the attendee
- An enhanced range of competences deployed in the workplace
- An increased awareness of the impact of personality on behaviour and appropriate techniques to improve effectiveness
- Improvement in problem solving & decision making techniques employed
- Able to work on own initiative more effectively
- An improvement in memory
- Enhanced social interaction skills

Personal Impact

Attendance at the seminar will result in individuals being exposed to a wide range of interpersonal and organisational techniques required to operate effectively in a this highly responsible position.

Delegates will be able to:-

- Better able to think through situations in a more logical and analytical manner
- Understand and explain the methods that will be of benefit to them in managing the pressures and demands of their workplace in such a position.
- Have a selection of tools to approach situations and people more effectively
- Feel more confident in their own capability to handle the more unusual situations that occur

- Have practiced skills in a non threatening environment
- Have the tools to develop a personal action plan

SEMINAR OUTLINE

DAY 1 : Defining and Developing the Role

- The Executive PA – your vital partnership with management
- Defining the responsibilities and authority of your role. Biases & prejudice
- Identifying ways of broadening your role and creating opportunities to increase your responsibilities
- Developing the managerial aspects of your role – essential management skills Planning for development – identifying and overcoming barriers to your success
- Understanding your own and others personality & subsequent behaviour
- Team Exercise

DAY 2 : Effective Communication

- Interacting with others and networking for success – getting yourself seen and heard
- Developing and advancing your relationship with your manager/director
- Improving your communication skills – negotiating, influencing, persuading and delegating
- Individual, Team & Group exercise on Consensus

DAY 3 : Developing Confidence

- Trusting your initiative and judgment
- Saying "no" constructively
- Problem Solving & Decision making tools
- Team roles and interaction with others
- Video Presentation Skills
- Individual & Team Exercise Tantrix & Colour Blind

DAY 4 : Developing and Improving Key Skills

- Improving your confidence and assertiveness
- Practicing effective time management skills
- Concentrating, thinking, listening and making decisions under pressure
- Conflict Management
- Improving your memory
- Video Conflict Management
- Team Exercise & Leadership Practice Building/Tower Exercise

DAY 5 : Getting Results

- Benefiting from key motivation techniques – motivating yourself, your subordinates and your boss
- Achieving results through others
- Managing stress and pressure that comes with change and challenge
- Measuring your performance based on objectives, standards, responsibilities set and achieved
- Preparing for your development
- Action planning
- Group Exercise

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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