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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: Effective Administration Skills for Secretaries

Code	City	hotel	Start	End	price	Language - Hours
AC-104SA	Jeddah	Hotel Meeting Room	2027-09-12	2027-09-16	9950 SR	En - 25

Course Description

Working closely with senior managers and executives, the Executive Secretary or Personal Assistants must be able to perform administrative roles as well as provide support to the management team. They need a range of specialist business and Administration skills. This course covers the effective communication skills, problem-solving and decision-making, dealing with difficult people, time and stress management, and organizing meeting.

Course Goal

To enhance the participants' Knowledge, Abilities and Skills necessary to discover and work towards achieving their personal best, to optimize their success through others, to learn how to save time and produce professional business correspondence with greater confidence.

Course Objectives

- Understand what makes an effective executive secretary
- Be a strategic partner to his boss
- Learn better ways to think on his feet with powerful decision making techniques.
- Analyse and maximise his use of time
- Improve his communication skills
- Take responsibility and manage crises
- Understand why difficult people are difficult

- Achieve confidence through assertiveness
- Continue personal development using an action plan
- Work under pressure to achieve objectives
- Understand the different methods used in storing information
- Implement the easiest, safest method suitable for work environment
- Successfully organizes meetingsh

Who Can Benefit?

Procurement and management staff

Course Outline

Professional Image

- Job definition and analysis.
- Identification of personality type.
- Increasing productivity.
- Developing a work plan.
- Upper management recognition.
- Influencing people.

Effective Communication

- What is communication?
- Communication barriers
- Use body language effectively

Problem-Solving and Decision-Making Model

- The key steps in the problem-solving and decision-making model
- The purpose and benefits of each step in the model
- Why managers often fail to thoroughly follow the model when dealing with day-to-

day work problems

- Teams and decision-making
- Different strategies that can be used in decision-making
- The appropriate decision-making strategies in different situations

Dealing with Difficult People

- Identify the types of difficult people
- Why difficult people are difficult
- Deal with difficult people
- Use your communication skills to:
    - Control your behaviour
    - Select appropriate ways of behaving
    - Influence others behaviour
- Give and receive feedback effectively
- Improve performance and manage others
- Carry out disciplinary procedures and interviews
- Action plan of how to deal effectively with difficult people and get results

Time and Stress Management

- Analyze time usage.
- Work prioritizing and scheduling
- Travel arrangements.
- How to use telephone.

Organizing Meeting

- What makes good meetings good / bad meetings bad?
- Obstacles to meeting effectiveness
- Key Characteristics of an effective meeting
- Meeting rules
- Meeting process

- Agenda setting
- Meeting evaluation
- Meeting room
- Recording devices

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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