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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: Communication & Planning Skills for Administrative Professionals

Code	City	hotel	Start	End	price	Language - Hours
AC-453SA	Jeddah	Hotel Meeting Room	2027-09-12	2027-09-16	9950 SR	En - 25

Introduction

Good communication and planning skills are essential for all administrative professionals. This interactive and practical program is designed to help participants review and develop these skills so that they can enhance not only their own effectiveness but also that of their immediate colleagues and teams.

Targeted Groups

- PR Managers.
- PR Professionals.
- HR Professionals.
- Marketing Professionals.
- Persons who want to extend and improve their skills.

Course Objectives

- face-face communication (both one-to-one and in small groups).
- telephone skills, teleconferencing, and remote communications.
- written communications (including writing e-mails, letters, reports, and instructions).
- meetings skills and supporting presentations.
- interpersonal and influencing skills.
- personal planning and time-management skills.
- project planning and monitoring.

Targeted Competencies:

- review and develop their communication, interpersonal, and planning skills and their appreciation of the principles involved. take stock of their current approaches and decide on initiatives to enhance communication and planning within their own teams/sections.
- Face-to-Face Communication and Interpersonal Skills.
- Planning & Time Management.
- Team-Working and Meetings.
- Managing Information and Written Communication.
- Supporting Presentations/Improving Teamwork and Systems.

Course Content

Face-to-Face Communication and Interpersonal Skills:

- Barriers to effective communication and how to overcome them
- Interpersonal skills and building working relationships
- Delegation – giving and receiving
- Assertive communication
- Managing conflict

Planning & Time Management:

- Prioritizing
- Handling and making requests
- Personal planning tools and systems
- Managing interruptions
- Project planning and principles of CPA

Team-Working and Meetings:

- Team development and group dynamics
- Constructive and inclusive discussions
- Challenging ideas and getting agreement
- Improving meetings
- planning and preparation
- participation and control
- follow-up and meeting notes

Managing Information and Written Communication:

- Principles of information management
- digesting information and making it meaningful
- Report writing
- relevance
- layout
- structure
- Grammar & punctuation
- Editing and proofreading skills
- Writing e-mails and letters
- style
- tone
- structure
- Other forms of written communication

Supporting Presentations/Improving Teamwork and Systems:

- Designing slides and incorporating graphics
- Room setup, equipment, and trouble shooting
- Continuous improvement and creative thinking
- Making a case
- Program review

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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