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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 Secretarial & Administration Skills

Code	City	hotel	Start	End	price	Language - Hours
AC-512SA	Al Baha	Hotel Meeting	2027-10-31	2027-11-04	10950 SR	En - 25

Who Should Attend?

Those employees who perform the tasks within a secretarial or administrative position, wishing to improve their skills, or those who are new to, or about to be appointed to such a position.

About The Programme

Successful secretaries and administrators often require many of the same skills as senior staff in an organization. They are often the person in charge of the organization`s correspondence, and are very often the first point of contact for visitors. Therefore, they must display a highly professional image at all times. The role of being a professional secretary or administrator requires: excellent office skills, accurate filing, preparing for meetings, dealing with people, both on the telephone and face-to-face, exceptional interpersonal abilities, and first class business writing and communication skills. This programme covers all of these, and more.

Course Objectives

- To understand the importance of effective administration skills within an organization
- To develop the skills needed to be a professional secretary
- To enhance your communication and interpersonal skills
- To manage your time efficiently and be able to think proactively
- To learn how to set up and manage effective filing systems

- To learn how to manage petty cash systems
- To understand how to manage stock and stationery supplies
- To enhance telephone skills and understand correct telephone etiquette
- How to be assertive and build a good rapport with your manager

What You Will Gain

- Practical skills and knowledge to improve the overall administration within your office, or organization
- A clear understanding of what makes a good secretary or administrator
- The ability to plan and prioritise time and activities
- Effective communication skills to deal successfully with colleagues and customersEffective communication skills to deal successfully with colleagues and customers

Programme Content

Your Secretarial & Administrative Role

- Responsibilities
- Skills
- Qualities

Developing An Appropriate Professional Image

- Professional Appearance In The Gulf
- Timekeeping & Punctuality
- Introduction To Office Ethics

Stress

- Identifying Stress
- Stress Busting Techniques

- Activities To Practise Using The Techniques

Communication

- Body Language, Words, & Tone Of Voice
- Active Listening
- Questioning For Clarity

Effective Written Business Communication

- Correct Layout Of Letters & Emails
- Correct Use Of Salutations
- Basic Business English Punctuation & Grammar

Telephone Skills

- How To Deal With Callers Professionally & Effectively
- Telephone Etiquette
- The `Do`s & `Do Not`s Of Answering The Telephone

Saying `No` Constructively & Giving Alternatives

How To Effectively Handle Your Manager

Planning & Prioritising

- Urgency & Importance
- ABC Method

Managing Your Key Result Areas & Tasks

Effective Filing Systems

- Identifying Different Methods Of Filing & Selecting The Best One
- How To Ensure The Effectiveness Of Your Filing Systems

Basic Finance

- Understanding & Managing Petty Cash Systems

Basic Stock Control & Stationery

- Managing Stationery Supplies & Stock

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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