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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: Office Management & Effective Administration Skills

Code	City	hotel	Start	End	price	Language - Hours
AC-408SA	Alula	Hotel Meeting	2027-11-14	2027-11-18	10950 SR	En - 25

The Course

All businesses in the current climate need a competitive edge. This can be gained through innovative and exciting products and services, or through effective and efficient world class employees.

Top performing organisations are passionate about their most valuable resource - their staff. In order to maintain their high standards a large proportion of their time and energy is spent on continuous professional development, not only of their employees, but of their business.

This highly interactive 5-day Communication and Interpersonal Skills programme investigates the tried and trusted management processes, procedures and methodology used by many blue chip companies. They use the tools to develop high levels of performance from their staff. This in turn ensures the future and reputation of their companies through innovative development, service and evaluation. This course offers participants practical solutions to work related issues.

During the workshop you will explore a variety of behaviours, discuss leadership styles and learn how to get the most out of your staff by using state of the art techniques such as Neuro Linguistic Programming (NLP), Emotional Intelligence and psychometric testing.

This course will give you the knowledge and understanding you need to move forward with enthusiasm and assurance. You will feel able to build a productive and cohesive unit, establishing strong working relationships with people at all levels. As you gain in experience and confidence, you will be recognised as an able and supportive supervisor

and colleague.

The Goals

- Develop skills and abilities which can be put to immediate use in the workplace
- Recognising personal style and behaviour preferences
- Build effective communication skills
- Develop strategies for creating a positive work environment
- Learn how to delegate and motivate
- Build and develop teams
- Recognise differing behavioural styles and learn to adapt to them in order to build lasting rapport
- Understand the key roles you have in encouraging and developing your staff
- Harness the power of personal motivation
- Give and receive feedback on performance and perception
- Massively improve you leadership skills

The Process

The seminar is carefully designed to address all styles of learning and to engage participants fully. Lectures and discussions are either preceded or followed by powerful individual or group exercises. These exercises provide opportunities for personal participation in real situations. This process makes training fun filled, fast-paced, challenging and empowering. This seminar uses the cutting edge skills of Neuro-Linguistic Programming and Emotional Intelligence to open your mind to how people think.

The Benefits

- Greater understanding of behavioural motivation will decrease staff absences and turnover
- Motivated managers and supervisors will progress within your organisation rather

than with your competitors
- Improved two way communication models
- Improved inter-team working
- Create and maintain a motivated, high performance workforce
- A learning organisation that can effectively manage the changes that the future requires
- Highly trained and motivated managers who will be able to raise performance standards and morale of their staff and colleagues
- A more confident and effective team of negotiators and presenters
- A crystal clear communication strategy within your organisation
- A greater understanding of behaviours within the organisation
- Innovative strategies for working with others within the organisation and outside
- Lasting rapport with customers, ensuring they work with your organisation rather than a competitor
- Communication of company targets and time restrained goals

The Results

- Develop your skill as a leader in order to create a high performing team
- Be able to identify the appropriate management model to improve individual and team performances
- Give and receive feedback in a positive manner
- Understanding of the behavioural styles of yourself, your team and your colleagues
- Be able to motivate and develop your staff regardless of their behavioural styles
- Be adaptable in a variety of different situations
- Overall, to feel more confident about your ability to get the very best from your team
- Understand the innovative business tools of NLP, Emotional Intelligence and behavioural techniques and be able to model those skills when working with others
- Be able to embrace change and communicate it to others
- Demonstrate confidence in front of colleagues, customers and friends
- Utilize crystal clear communication models in order to maintain rapport

- Use appropriate body language, voice and tone in order to create a positive and lasting first impression in every situation
- Be able to identify the appropriate management model to improve individual and team performances

The Core Competencies

- NLP and Emotional Intelligence
- Problem Solving and Decision Making
- Communication and Interpersonal Skills
- Motivating Staff
- Assertiveness
- Building and Leading Teams

The Programme Content

Day One : How to Build Lasting Rapport

- The art of building lasting rapport
- How to identify behavioural traits and react to them
- How to modify your own behaviour to match other’s
- Sharpen your senses to the signals others are sending you
- Connect with colleagues and clients at a level that creates deeper trust and commitment
- Step into another person’s shoes to better appreciate their experiences and motivations
- Read body language in order to understand how others are thinking and responding to you

Day Two : Self Awareness

- Key concepts of NLP

- The relationships between NLP and Emotional Intelligence
- Connecting your feelings for greater self awareness
- Eliciting emotions
- Noticing your unconscious messages and following your intuitions
- Self talk and what it means
- Maslow’s Hierarchy of Needs
- Internal and external referencing

Day Three : Crystal Clear Communication

- Powerful listening and questioning techniques
- Thinking patterns
- Filters to communication
- The use of Metaphors
- Sub-modalities
- Perceptual positions
- Climates of trust
- Well formed outcomes
- Communication exercises

Day Four : Empathy

- Review how to sharpen your senses to the signals others are sending you
- Communicating first impressions
- The secrets of body language
- How we communicate
- Filters to communication
- Understanding the science of lying
- Learning Styles
- Modelling – how others do things

Day Five : Motivation

- Logical levels of change
- The importance of values in motivation
- Eliciting values for yourself and your organisation
- The secrets of motivation
- Setting goals that motivate
- Creating a positive future for your organisation
- Testing your well-formed outcomes
- Stepping into the future

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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