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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: The Support Staff and Administrative Assistant

Code	City	hotel	Start	End	price	Language - Hours
AC-363SA	Alula	Hotel Meeting	2027-03-07	2027-03-11	10950 SR	En - 25

Course Description

This is an exciting and interactive program. It is designed to provide office administrators, supervisors of clerical and administrative staff, executive secretaries and personal assistants the opportunity to review and develop the interpersonal and professional skills they need to do their jobs effectively. Thereby contributing to their own, their boss and their organization's success.

In this program you will learn how to:

- Manage a network of working relations
- Communicate effectively
- Manage time for yourself and others
- Manage the performance of admin staff
- Improve written communications
- Organise office systems

Course Objective

Participants attending this programme will:

- Extend their understanding of their roles and the key contribution they make to organisational success
- Review their working relationships
- Review and developed their personal organisation, communication and interpersonal skills
- Develop an action plan to help themselves, their boss and other colleagues work in more effective and efficient ways

Course Outline

Program Introduction/ Roles, Competences and Personal Effectiveness

- Program introduction and objectives
- Action planning
- The ‘competence’ model of skills, behaviours and values
- Personal competence review
- Time management constraints – resources, systems, other people and self
- Handling requests and conflicting priorities

Team Working, Communication & Meetings

- Team working and team roles
- Briefing skills - giving, receiving and passing on
- Organising, and participating in, meetings
- Notes, minutes and follow-up

Managing Working Relationships

- Delegation – giving and receiving
- Communication and listening skills
- Assertiveness, conflict and criticism
- People problems and problem people

Managing Time/Desk Management/Written Communication Skills

- Managing interruptions and access
- Planning and priority setting
- Office layout and ergonomics
- Managing the paper-load
- Getting the best from e-mail and office technology
- Report and letter writing
- Setting & developing company writing standards
- Editing and proof-reading skills

Managing Staff Performance/Action planning

- Dimensions of performance
- Motivation
- Appraisal
- Coaching and on-job training skills

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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