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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: Advanced Office Management & Secretarial Effective Administration Skills

Code	City	hotel	Start	End	price	Language - Hours
AC-686SA	Dammam	Hotel Meeting Room	2027-06-06	2027-06-10	9950 SR	En - 25

Course Overview

This event is designed to increase the skills of Support personnel across a range of disciplines. The seminar identifies and examines the key components of the role and within each element builds up a range of approaches and techniques for operating an efficient office or support team. These elements include interpersonal, communication, organisational and time management competencies. Throughout the event, you will practice communication, organisational and planning skills on an ongoing and linked basis as you would within your normal working environment.

In modern working environments more and more secretaries and management assistants are encouraged to take on office management responsibilities. Whether it is purely taking over the day to day running of office activities or taking on a team of staff to help. This can be very challenging as not only will your workload increase but you will be required to use skills you have never used before. It is not uncommon to feel lost and unsupported in the office management role, everyone having high expectations of you and yet offering very little help and guidance. This course will give you the needed skills to perform and succeed in your office management responsibilities

Course Objectives

By the end of this course the participant will be able to:

- Identify the key components within the job role of the Office Manager/ Executive Assistant / PA

- Discuss experiences with fellow Delegates
- Learn possible techniques for advancement of such skills
- Build an approach that suits their own individual style and workplace
- The importance of defining and understanding your crucial role as an office manager
- How to plan, organize and priorities effectively
- Foster a productive and efficient office environment
- The importance of possessing basic negotiation and influencing skills and how best to apply them in your role
- How to get the outcome you desire through effective win/win communication skills
- How to better utilize your time
- How to file and archive your electronic documents

Course Outline

The Office Manager / Executive Assistant role: an Overview

- Identifying common issues and challenges
- Setting Personal objectives
- What makes you indispensable?
- Proactive versus passive Support

Setting and Meeting Objectives

- Planning skills
- Project management approaches for support staff
- Managing time
- Strategies for managing change
- Identifying and dealing with Pressure Points
- Implementing Action Plans

Resource and Team Management

- Allocating human resource to tasks and projects
- Monitoring performance – team and self
- Team Appraisals and Reviews
- Embedding a new team member effectively
- Managing team issues
- Coaching techniques
- Disciplinary issues
- Prioritisation approaches and techniques

Communications

- Improving communications within an existing team
- Oral and listening skills
- Reporting to Management
- Negotiation skills and techniques
- Managing difficult people
- Comparison of telephone / face to face / written communications, their effectiveness and suitability for different situations

Time Management

- Identifying your time wasters
- Learn how to say No
- Delegate effectively
- Prioritize your work
- Manage Interruptions

Defining the Role of the Office Manager

- Understanding the core components of the office manager role:

- Functions
- Roles
- Responsibilities

- Clarifying expectations
- Four dimensions exercise

The Art of Effective Planning and Organizing

- How to plan – a step by step framework for success
- Documentation control – ensuring you have the facts at your fingertips
- Organizing and structuring processes and procedures
- Problem solving and decision making

Effective Communication – written and spoken

- How to get your message across firmly and fairly
- Best practice communication model:

- Email communication
- Meetings
- 1 to 1 scenarios

- Effective business writing
- Writing instructions and process guides
- Getting your hands on the information you need

Prioritizing – how to cram 24 hours into a morning

- How to prioritize in a way that works for you
- Identifying your personal “time stealers”
- Best practice time management techniques
- Practical steps for increasing productivity and efficiency
- The importance of effective delegation

Effective filing and archiving system

- Understanding the different technique of filing and archiving
- Document Identification and Classification

- Document Preparation
- File Label and Bar-Code System Design
- Office Etiquette
- Handling Confidential Information
- Dealing With Sensitive Information
- Developing A Professional Image
- Policies And Procedures
- Sorting And Classifying Mail

Archiving your Email and Documents

- Business Documentation
- Personal Sorting File (PST) process
- Overview: Get control of your e-mail
- Why move e-mail
- Auto Archive is effortless
- Get personal with Personal Folders

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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