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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: Critical Competencies for Administrators & Secretaries

Code	City	hotel	Start	End	price	Language - Hours
AC-456SA	Dammam	Hotel Meeting Room	2027-01-31	2027-02-04	9950 SR	En - 25

Introduction

Secretaries and Administrators play a pivotal role lubricating the interactions of people and their ability to perform work within an organisation. As accepted members of the management team they are expected to manage both new technology and the ever demanding needs of customers.

This workshop will discuss specific skills for a better:

- understanding of modern progressive complex human interactions
- understanding of personality and behavior of people
- improvement in personal contribution and style of interacting with people
- enhancement of interpersonal and communication skills
- improvement in personal time management
- understanding of other people`s worlds

Seminar Methodology

Learning takes place in a friendly, supportive atmosphere with emphasis on open discussion and practical work in groups.

Who Should Attend

This workshop is designed for Administrators and Secretaries who have recently joined a work team or have been working within a team for a number of years and wish to

extend their knowledge, capability and competence within the function.

Seminar Objectives

By the end of the workshop delegates will be able to:

- Demonstrate a broad understanding of the role and scope of modern progressive human interaction
- Understand the role of administrators and secretaries within the team
- Appreciate the knowledge and demonstrate the competences required to enhance their role
- Give more effective support to their manager and colleagues
- Identify and plan ways in which they may increase their involvement in the department
- Enhance their interpersonal communication skills
- Improve their own time management skills
- Consider and plan their own development

Seminar Outline

Day 1 – The Role of the Administrator and Secretary

The changing role of secretaries and administrator

- Type 1 and Type 2 thinkers
- Other people's worlds
- Perception v reality
- Understanding and managing the different motives of people you deal with

Day 2 - Understanding yourself and others behavior better

- Understanding personality, behavior and relationships

- The roles of individuals, groups and leaders
- Characteristics of individuals in effective teams
- Working as a team player

Day 3 - Desk and Time Management

- Managing your time more effectively
- Identifying and dealing with the time wasters
- Dealing with interruptions
- Planning and managing your own and others time
- Thinking creatively to effect improvement

Day 4 - Assertiveness and Interpersonal Relations

- Distinguishing between assertion and aggression
- How assertive are you?
- Giving and taking constructive criticism
- Working together in a team

Day 5 - Personal skills and Competence enhancement

- Problems in communicating effectively
- Understanding and dealing with change and stress

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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