



SCANDINAVIAN ACADEMY
For Training and Development

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Course: Administrative and Executive Secretarial Skills

Code	City	Hotel	Start	End	Price	Language - Hours
122	Zagreb (Croatia)	Hotel Meeting	2025-12-29	2026-01-02	4950 €	En - 25

introduction

The support you provide as an administrative professional is vital to your organization's ability to achieve its goals and objectives. Today, most senior managers expect you to have leadership and management skills in order to set your own administrative priorities. In addition, you must have skills to manage all contacts, create, store and retrieve documents, plus a broad variety of other administrative skills. To do all of this successfully, you need to have strategic insight and be able to innovate better processes. At the same time, you must be tactical, process-oriented, and driven toward continuous improvement. Organising and Behavioural Skills for Administrative Professionals and Executive Secretaries course gives you a wide range of skills to help you handle any work challenge with greater confidence and effectiveness. Leave with an action plan of best practices to apply immediately on the job.

Objectives

- build and improve upon your existing skill sets
- develop your role and become more proactive
- identify ways to expand your knowledge of the company and business area
- have more control over your time and work output
- develop and apply your interpersonal intelligence
- manage your manager to mutual advantage
- write more effective letters, e-mails and other forms of business correspondence
- support and make memorable presentations



Course Outline

Building on existing skills and developing the role/ Organisational skills and time management

- What is your role?
- Becoming more proactive
- Self-development and expanding your knowledge of the business

Organisational skills

- Planning and prioritising – taking control over your work load
- Organisational skills and time management (cont)/Dealing with change
- Goal setting
- Time management under pressure
- Managing stress in self and others
- Coping with, and taking advantage of, change in the work environment

The importance and value of communication skills

- Why are communication skills so important?
- Expressing yourself with clarity
- Spoken, written and remote communication – differences and implications
- Telephone techniques
- Writing more effective business letters and e-mails
- Improving reports – structure, relevance, layout and editing
- What makes a good presentation – tips to excellent presentations

Managing your manager and raising your profile

- Image management



- Building an effective working relationship with your manager
- What is expected of you?
- Using your skills to enable your manager to concentrate on his/her priorities
- Delegating and improving the quality of delegation received
- Working as a team

Interpersonal intelligence and influencing skills

- Being a team player and flexibility
- Understanding yourself and other people
- Influencing skills - gaining support and cooperation of others
- Improving self-confidence
- Assertiveness
- Resolving conflict
- Giving and receiving feedback
- Taking forward ideas for improvement
- Action planning



The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:

• **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

• **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

• **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

• **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

• **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

• **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

• **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

• **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

• **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

• **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.