



SCANDINAVIAN ACADEMY
For Training and Development



Course: Effective Administration Skills for Secretaries

Code	City	Hotel	Start	End	Price	Language - Hours
104	Zagreb (Croatia)	Hotel Meeting	2025-08-04	2025-08-08	4950 €	En - 25

Course Description

Working closely with senior managers and executives, the Executive Secretary or Personal Assistants must be able to perform administrative roles as well as provide support to the management team. They need a range of specialist business and Administration skills. This course covers the effective communication skills, problem-solving and decision-making, dealing with difficult people, time and stress management, and organizing meeting.

Course Goal

To enhance the participants' Knowledge, Abilities and Skills necessary to discover and work towards achieving their personal best, to optimize their success through others, to learn how to save time and produce professional business correspondence with greater confidence.

Course Objectives

- Understand what makes an effective executive secretary
- Be a strategic partner to his boss
- Learn better ways to think on his feet with powerful decision making techniques.
- Analyse and maximise his use of time
- Improve his communication skills



- Take responsibility and manage crises
- Understand why difficult people are difficult
- Achieve confidence through assertiveness
- Continue personal development using an action plan
- Work under pressure to achieve objectives
- Understand the different methods used in storing information
- Implement the easiest, safest method suitable for work environment
- Successfully organizes meetings

Who Can Benefit?

Procurement and management staff

Course Outline

Professional Image

- Job definition and analysis.
- Identification of personality type.
- Increasing productivity.
- Developing a work plan.
- Upper management recognition.
- Influencing people.

Effective Communication

- What is communication?
- Communication barriers
- Use body language effectively

Problem-Solving and Decision-Making Model



- The key steps in the problem-solving and decision-making model
- The purpose and benefits of each step in the model
- Why managers often fail to thoroughly follow the model when dealing with day-to-day work problems
- Teams and decision-making
- Different strategies that can be used in decision-making
- The appropriate decision-making strategies in different situations

Dealing with Difficult People

- Identify the types of difficult people
- Why difficult people are difficult
- Deal with difficult people
- Use your communication skills to:
 - Control your behaviour
 - Select appropriate ways of behaving
 - Influence others behaviour
- Give and receive feedback effectively
- Improve performance and manage others
- Carry out disciplinary procedures and interviews
- Action plan of how to deal effectively with difficult people and get results

Time and Stress Management

- Analyze time usage.
- Work prioritizing and scheduling
- Travel arrangements.
- How to use telephone.

Organizing Meeting

- What makes good meetings good / bad meetings bad?
- Obstacles to meeting effectiveness



- Key Characteristics of an effective meeting
- Meeting rules
- Meeting process
- Agenda setting
- Meeting evaluation
- Meeting room
- Recording devices



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.