



SCANDINAVIAN ACADEMY
For Training and Development

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Course: Effective Office Management

Code	City	Hotel	Start	End	Price	Language - Hours
AC-402	Zagreb (Croatia)	Hotel Meeting	2026-08-17	2026-08-21	4950 €	En - 25

Introduction

To manage an office effectively you need to first manage yourself, and then manage your time, tasks, and others in order to achieve maximum success. This course will help increase your motivation and confidence through understanding of principles and best practices of successful office management.

You will learn to prioritize, plan, and solve problems not just to get your work done on time, but to have continuous improvement in productivity. You will learn to communicate more confidently in public, meetings, and with all levels of staff, including managing difficult behaviours. Finally you will gain self management skills which will help you to cope with stress, keep a 'can do' positive attitude, and enjoy your job each day no matter what the challenges are.

Objectives

By the end of this course, participants will be able to:

- Prioritise and cope with multiple tasks without missing deadlines
- Think like a Manager - planning, making decisions and solving problems
- Manage their thoughts and feelings to improve self-confidence and self-empowerment
- Communicate effectively and assertively at all levels and in all situations
- Manage paperwork, diaries, meetings, presentations, and phones more effectively



Contents

Day One

Taking Control of your Work Life

- Understanding and clarifying purpose, vision and mission
- The secret to working smarter rather than harder
- Controlling, prioritising and organising your work
- Streamlining your office systems and getting your paperwork under control
- Making your office user friendly and efficient

Day Two

Essential Administrative Skills

- Harnessing the power of the mind - through Mind Mapping Techniques
- Managing larger projects to meet deadlines
- Planning skills - using a Gantt chart to chart work progress
- Problem solving and decision making techniques
- Decision Making tools

Day Three

Vital Communication Skills

- Different styles of communication
- Learning to be more assertive
- Win-win conflict resolution
- Understanding and using body language



- Understanding different personality types and how to deal with them

Day Four

Developing as a Professional

- Listening skills - seeking to understand before being understood
- Creating a professional image
- Leadership skills
- How to make presentations with confidence and power
- Learn the essentials of planning a presentation

Day Five

Self-Empowerment and Self-Management

- Understanding stress and learning coping skills
- The essential skills of emotional intelligence
- Using emotional intelligence at work
- Transforming fear and negativity and reactive-ness
- Becoming a more proactive, responsible and self-aware person



The Scandinavian Academy for Training and Development 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 and Development.

Program Timings:

- 9:00 AM to 2:00 PM in Arab cities.
- 10:00 AM to 3:00 PM in European and Asian cities.

The program includes:

- A daily Coffee Break provided during the sessions to ensure participants comfort.