



SCANDINAVIAN ACADEMY
For Training and Development

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Course: Executive Office Administration and Secretarial Skills

Code	City	Hotel	Start	End	Price	Language - Hours
AC-483	Zagreb (Croatia)	Hotel Meeting	2027-03-01	2027-03-05	4950 €	En - 25

Course Outline

Fundamentals of Executive Office Administration

- Roles and responsibilities of an executive assistant
- Key administrative skills for office management
- Understanding corporate structures and workflows
- Importance of confidentiality and discretion

Business Communication and Correspondence

- Professional email and letter writing techniques
- Effective verbal and non-verbal communication
- Handling business calls and telephone etiquette
- Report writing and documentation best practices

Time and Task Management

- Prioritization techniques and workload management
- Using productivity tools for scheduling and reminders
- Managing multiple tasks and deadlines effectively
- Reducing workplace stress and enhancing efficiency



Customer Service and Interpersonal Skills

- Principles of excellent customer service
- Handling difficult situations and conflict resolution
- Professional telephone and front-office etiquette
- Building strong working relationships with executives and teams

Meeting and Event Management

- Planning, scheduling, and coordinating meetings
- Preparing agendas, minutes, and action plans
- Arranging travel and accommodations
- Hosting and managing corporate events

Office Technology and Digital Tools

- Introduction to modern office software and automation tools
- Managing digital files, databases, and cloud storage
- Cybersecurity awareness for administrative professionals
- Utilizing AI-powered virtual assistants

Professional Business Etiquette and Protocol

- Workplace ethics and professionalism
- Business dress code and personal grooming
- Cross-cultural communication and diplomacy
- Social media etiquette and online professionalism

Document Management and Record Keeping

- Organizing and maintaining office records
- Compliance with legal and corporate document policies
- Data protection and confidentiality best practices



- Digitizing and archiving office documents

Executive Support and Leadership Assistance

- Supporting executives in decision-making and planning
- Managing executive calendars and scheduling priorities
- Preparing presentations and briefing materials
- Anticipating executive needs and proactive problem-solving



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.