



**SCANDINAVIAN ACADEMY**  
For Training and Development



# Course: Professional Secretarial & Administration Skills

Code	City	Hotel	Start	End	Price	Language - Hours
512	Zagreb (Croatia)	Hotel Meeting	2025-04-21	2025-04-25	4950 €	En - 25

## Who Should Attend?

Those employees who perform the tasks within a secretarial or administrative position, wishing to improve their skills, or those who are new to, or about to be appointed to such a position.

## About The Programme

Successful secretaries and administrators often require many of the same skills as senior staff in an organization. They are often the person in charge of the organization`s correspondence, and are very often the first point of contact for visitors. Therefore, they must display a highly professional image at all times. The role of being a professional secretary or administrator requires: excellent office skills, accurate filing, preparing for meetings, dealing with people, both on the telephone and face-to-face, exceptional interpersonal abilities, and first class business writing and communication skills. This programme covers all of these, and more.

## Course Objectives

- To understand the importance of effective administration skills within an organization
- To develop the skills needed to be a professional secretary
- To enhance your communication and interpersonal skills



- To manage your time efficiently and be able to think proactively
- To learn how to set up and manage effective filing systems
- To learn how to manage petty cash systems
- To understand how to manage stock and stationery supplies
- To enhance telephone skills and understand correct telephone etiquette
- How to be assertive and build a good rapport with your manager

## **What You Will Gain**

- Practical skills and knowledge to improve the overall administration within your office, or organization
- A clear understanding of what makes a good secretary or administrator
- The ability to plan and prioritise time and activities
- Effective communication skills to deal successfully with colleagues and customers
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## **Programme Content**

### **Your Secretarial & Administrative Role**

- Responsibilities
- Skills
- Qualities

### **Developing An Appropriate Professional Image**

- Professional Appearance In The Gulf
- Timekeeping & Punctuality
- Introduction To Office Ethics



## **Stress**

- Identifying Stress
- Stress Busting Techniques
- Activities To Practise Using The Techniques

## **Communication**

- Body Language, Words, & Tone Of Voice
- Active Listening
- Questioning For Clarity

## **Effective Written Business Communication**

- Correct Layout Of Letters & Emails
- Correct Use Of Salutations
- Basic Business English Punctuation & Grammar

## **Telephone Skills**

- How To Deal With Callers Professionally & Effectively
- Telephone Etiquette
- The `Do`s & `Do Not`s Of Answering The Telephone

## **Saying `No` Constructively & Giving Alternatives**

## **How To Effectively Handle Your Manager**

## **Planning & Prioritising**

- Urgency & Importance
- ABC Method



## **Managing Your Key Result Areas & Tasks**

### **Effective Filing Systems**

- Identifying Different Methods Of Filing & Selecting The Best One
- How To Ensure The Effectiveness Of Your Filing Systems

### **Basic Finance**

- Understanding & Managing Petty Cash Systems

### **Basic Stock Control & Stationery**

- Managing Stationery Supplies & Stock



**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.