



**SCANDINAVIAN ACADEMY**  
For Training and Development

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# Course: Administration and Office Management: Best Practices and Technologies

Code	City	hotel	Start	End	price	Hours
682	Zagreb (Croatia)	Hotel Meeting	2025-05-26	2025-05-30	4950 €	25

## Program Objectives

**By the end of the program, participants will be able to:**

- Define the new roles of executive assistants and administrators.
- Use technology to get more done and to stay connected with the office and their boss.
- File, document, sort, index and retrieve corporate documents, records, and reports.
- Identify quality standards for servicing internal and external customers and appreciate the impact of office design on the overall performance.
- Demonstrate better command of the English language including the meaning and spelling of words, rules of composition, and grammar.

## Who should attend?

Executives, assistants and administrators who are interested in rejuvenating their practices and skills for better performance. The program offers a challenging opportunity to enhance interpersonal communication skills, people skills, and especially English business writing skills.

## Program Outline



## **New Roles for New Times**

- The Changing Organization
- The Role of Management in The Workplace
- Optimizing Communication and Influence
- Fostering a Professional Attitude
- Producing Results from Various Activities
- Use of Technology to Get Things Done

## **Mastering Data Management and Office Etiquette**

- Basic Modern Office Etiquette
- What Not to Do in your Cubicle
- Telephone and Email Etiquette, Skills, and Courtesy
- Records Management (Filing and Documenting Soft and Hard Copies)
- Indexing, Archiving, and Retrieving Data and Documents
- Handling Office Finances and Petty Cash

## **Creating a Motivating and Productive Office Environment**

- Understanding Office Design as Part of Enhancing Productivity
- Feng Shui Office Design: The Art of Working (Tips and Basic Steps)
- Communicating with Employees for Better Results
- Dealing and Communicating with Different Cultures at Work

## **Advanced Communication Skills for Administrators**

- Preparing Powerful Short Presentations
- Advanced Business Writing (Reports, Proposals, Faxes, Letters, Memos, Emails, etc.)
- Dealing with a Difficult Boss



## **Time and Project Management for Administrators**

- Six Steps to Great Time Management
- Preparing for Meetings and Conferences
- Preparing Meeting Agendas and Minutes
- The Effective Use of MS Outlook to Manage your Time and Respect Other People's Agendas
- Event Planning and Project Management (Template)

## **The Impact of Technology on the Administrator's Roles and Tasks**

- The Use of Smart Phones to Stay Connected and Liaise with Others
- Synchronizing your Smart Phone with your Computer for Updates
- The Use of Electronic Devices to Research, be Informed and Report on Timely Basis



**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.