



SCANDINAVIAN ACADEMY
For Training and Development



Course: Organising and Behavioural Skills for Administrative Professionals_Executive Secretaries_PAs

Code	City	Hotel	Start	End	Price	Language - Hours
504	Zagreb (Croatia)	Hotel Meeting	2025-12-08	2025-12-12	4950 €	En - 25

Introduction

The roles of administrative professionals in business are continually evolving. This exciting and interactive master-class is designed to provide you with the opportunity to review and develop your interpersonal and professional skills to maximise your effectiveness.

In this master-class you will discuss how to:

- enhance your skills to enable you to work at a higher level
- appreciate the value and importance of your role
- understand your business in order to work effectively
- use communication skills to your advantage and to the benefit of your organisation
- develop your interpersonal skills to improve your working practice

Objectives

- build and improve upon your existing skill sets
- develop your role and become more proactive
- identify ways to expand your knowledge of the company and business area
- have more control over your time and work output
- develop and apply your interpersonal intelligence



- manage your manager to mutual advantage
- write more effective letters, e-mails and other forms of business correspondence
- support and make memorable presentations

Content

Day One

Building on existing skills and developing the role/ Organisational skills and time management

- What is your role?
- Becoming more proactive
- Self-development and expanding your knowledge of the business
- Organisational skills
- Planning and prioritising - taking control over your work load

Day Two

Organisational skills and time management (cont)/Dealing with change

- Goal setting
- Time management under pressure
- Managing stress in self and others
- Coping with, and taking advantage of, change in the work environment

Day Three

The importance and value of communication skills



- Why are communication skills so important?
- Expressing yourself with clarity
- Spoken, written and remote communication - differences and implications
- Telephone techniques
- Writing more effective business letters and e-mails
- Improving reports - structure, relevance, layout and editing
- What makes a good presentation - tips to excellent presentations

Day Four

Managing your manager and raising your profile

- Image management
- Building an effective working relationship with your manager
- What is expected of you?
- Using your skills to enable your manager to concentrate on his/her priorities
- Delegating and improving the quality of delegation received
- Working as a team

Day Five

Interpersonal intelligence and influencing skills

- Being a team player and flexibility
- Understanding yourself and other people
- Influencing skills - gaining support and cooperation of others
- Improving self-confidence
- Assertiveness
- Resolving conflict
- Giving and receiving feedback



- Taking forward ideas for improvement
- Action planning



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.