



## Administration and Secretarial



**SCANDINAVIAN ACADEMY**  
Training and Development



# Course: Critical Competencies for Administrators & Secretaries

Code	City	hotel	Start	End	price	Hours
456	Zurich (Switzerland)	Hotel Meeting Room	2024-07-29	2024-08-02	5450 €	25

## Introduction

Secretaries and Administrators play a pivotal role lubricating the interactions of people and their ability to perform work within an organisation. As accepted members of the management team they are expected to manage both new technology and the ever demanding needs of customers.

**This workshop will discuss specific skills for a better:**

- understanding of modern progressive complex human interactions
- understanding of personality and behavior of people
- improvement in personal contribution and style of interacting with people
- enhancement of interpersonal and communication skills
- improvement in personal time management
- understanding of other people's worlds

## Seminar Methodology

Learning takes place in a friendly, supportive atmosphere with emphasis on open discussion and practical work in groups.

## Who Should Attend

This workshop is designed for Administrators and Secretaries who have recently joined a work team or have been working within a team for a number of years and wish to extend their knowledge, capability and competence within the function.

## Seminar Objectives

**By the end of the workshop delegates will be able to:**

- Demonstrate a broad understanding of the role and scope of modern progressive human interaction
- Understand the role of administrators and secretaries within the team



- Appreciate the knowledge and demonstrate the competences required to enhance their role
- Give more effective support to their manager and colleagues
- Identify and plan ways in which they may increase their involvement in the department
- Enhance their interpersonal communication skills
- Improve their own time management skills
- Consider and plan their own development

## Seminar Outline

### Day 1 - The Role of the Administrator and Secretary

#### The changing role of secretaries and administrator

- Type 1 and Type 2 thinkers
- Other people's worlds
- Perception v reality
- Understanding and managing the different motives of people you deal with

### Day 2 - Understanding yourself and others behavior better

- Understanding personality, behavior and relationships
- The roles of individuals, groups and leaders
- Characteristics of individuals in effective teams
- Working as a team player

### Day 3 - Desk and Time Management

- Managing your time more effectively
- Identifying and dealing with the time wasters
- Dealing with interruptions
- Planning and managing your own and others time
- Thinking creatively to effect improvement

### Day 4 - Assertiveness and Interpersonal Relations

- Distinguishing between assertion and aggression
- How assertive are you?
- Giving and taking constructive criticism
- Working together in a team

### Day 5 - Personal skills and Competence enhancement

- Problems in communicating effectively



- Understanding and dealing with change and stress



**The Scandinavian Academy 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 buffet sessions for light meals during lectures.