



## Administration and Secretarial



**SCANDINAVIAN ACADEMY**  
Training and Development



# Course: Organising and Behavioural Skills for Administrative Professionals\_Executive Secretaries\_PAs

| Code | City             | hotel              | Start      | End        | price  | Hours |
|------|------------------|--------------------|------------|------------|--------|-------|
| 504  | Florence (Italy) | Hotel Meeting Room | 2024-04-15 | 2024-04-19 | 5450 € | 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 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.