



Administration and Secretarial



SCANDINAVIAN ACADEMY
Training and Development



Course: Professional Secretarial & Administration Skills

Code	City	hotel	Start	End	price	Hours
512	DUBAI (UAE)	Hotel Meeting Room	2024-07-29	2024-08-02	2950 €	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



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 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.