



Administration and Secretarial



SCANDINAVIAN ACADEMY
Training and Development



Course: Executive Secretariat and Office Management for Top Management

| Code | City | hotel | Start | End | price | Hours |
|------|------------------|--------------------|------------|------------|--------|-------|
| 689 | Florence (Italy) | Hotel Meeting Room | 2024-04-08 | 2024-04-12 | 5450 € | 25 |

Course objectives

- Provide the skills and practical knowledge to provide the role requirements
- Use effective systems to enhance their work capabilities.
- Learn how to handle priorities and handle work loads, by utilizing their own skills or sharing with the responsibility with other team members.

Course outline

DAY 1

- Introduction to the key role and work objectives with the organization and corporate role.
- Understanding organization structures, departmental functions and communication channels
- Keeping and Maintaining Information, Documents and Records.
- Working environments, Maintaining Standards and Administrative Tasks
- Personal skills, Image and Personal Presentation Abilities
- Security: Confidential and Private Information, Procedures and Policies

DAY 2

- Working Smart, efficiency and results
- Time Management Skills
- Check lists and Diaries Control Methods
- Prioritizing and Planning Work Loads
- Delegation
- Feedback
- Tasks, Quality and Measurement



DAY 3

- Office Technology Systems:
- Modern Equipment Available, Efficient and Maximum Utility, Photocopy Machines etc.
- Communications Systems:
- Telephone, Fax and Email, Utilization
- Telephone Efficiency

DAY 4

- Team players: Interaction and utilization skills
- Customer handling skills
- Interpersonal skills development
- Communication Skills: Memos,
- Technical Information,
- Development and Application
- Telephone Manner and Etiquette Skills
- Customer Handling: Gathering Information
- Handling Difficult Customers

DAY 5

- Personal Skills Assessments
- Setting Targets and Personal Goals
- Summary and Discussions
- Summary, Remarks & Conclusion
- General Discussion
- Course Close-up Ceremony;
- Certificates / Diplomas Handling



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.