



## Administration and Secretarial



**SCANDINAVIAN ACADEMY**  
Training and Development

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# Course: Executive Secretariat and Office Management for Top Management

Code	City	hotel	Start	End	price	Hours
689	Muscat (Oman)	Hotel Meeting Room	2024-06-23	2024-06-27	3450 €	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.