Professional Diploma

SCANDINAVIAN ACADEMY
For Training and Development

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Course: Professional Diploma in Administration and Office Management

Code	City	hotel	Start	End	price	Hours
731	Bangkok (Thailand)	Hotel Meeting Room	2024-05-06	2024-05-17	8450 €	80

Introduction:

This is a practical course designed to increase delegates' understanding of the professional administrator in organizations. They will examine the different structures that organizations adopt and how these affect the system's procedures, culture and the people who work in organizations. Course Objectives:

By the end of the program, participants will be able to:

- Define and understand the role of the office manager / administrator.
- Acquire time management skills required for better office productivity.
- Handle telephone calls properly and professionally.
- List the main causes of stress and the techniques needed to control them.
- Discover communication strategies needed for carrying out responsibilities in an effective manner.
- Develop a service attitude and mindset aimed at the internal and external customer

Outline:

- **The Role of the Office Manager/Administrator**
  - Perception versus Reality
  - Competencies Required for Success
  - What It Takes to Be a Star at Work
  - Identifying Your Role
- **Effective Communication Skills**
  - Improving Credibility and Gaining Recognition
  - Speaking and Listening
  - Being Assertive
  - Selling Your Ideas to the Boss, Colleagues, Subordinates and Clients
  - Preparing a Professional Presentation
- **Written Communication**
  - What Constitutes Professional Business Writing
  - Style and Layout
  - Obtaining Your Objective with the Reader
  - Stress Management Techniques

- Causes and Symptoms
- Identifying Your Stressors
- Formulating a Comprehensive Stress Management Plan

- **Organizing Meetings**
  - Elements of an Effective Meeting
  - Preparing the Agenda
  - Taking Minute
- **Serving the Internal and External Customer**
  - Understanding the Needs of Internal and External Customers
  - Having the Right Attitude
  - Providing Excellent Service
  - Handling Complaints
- **Managing Time**
  - Identifying and Eliminating Time Wasters
  - Setting Goals and Priorities
  - Using Measures to Control and Improve Your Effectiveness
  - Planning and Managing Time for Self and Others
- **Using the Telephone Properly**
  - Professional Telephone Behavior
  - Rules for Good Listening
  - Dealing with Difficult Callers
  - Identifying Common Phone Problems and Formulating Solutions

How to prepare a professional diploma

- The diploma is held by the direct training system
- Number of hours 80 training hours
- Classes start at 08:00 am and end at 05:00 pm

Certificates

- The trainee is given a certificate documenting his attendance, participation and interest in the diploma, attested by the Swedish Ministry of Foreign Affairs
- 80% of the diploma hours must be completed to obtain the certificate

Advantages of attending and participating in diploma activities with the Scandinavian Academy for Training and Development in the Kingdom of Sweden

- After completing the diploma and successfully passing it, the trainee participating in the diploma gets a training scientific bag that includes:
  - An integrated training package containing (certificate of attendance, participation and interest in the diploma attested by the Swedish Ministry of Foreign Affairs - the scientific material for the diploma)
- **The Scandinavian Academy for Training and Development is a specialized training company**

registered in the Kingdom of Sweden under the number - 559173-7431

- **The certificate issued by the Scandinavian Academy for Training and Development is not considered an academic certificate, but rather a professional certificate documenting participation and attendance in training activities. All attestations of the certificate are commercial attestation only, not academic.**

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.