



# Administrative Excellence for Secretaries and Administrators

## COURSE OVERVIEW

Administrative professionals play a vital role in ensuring organizational efficiency and effectiveness. This comprehensive program is designed to strengthen the essential skills required for secretaries and administrators to excel in today's demanding workplace. Participants will enhance their ability to manage information, improve memory and note-making skills, master time management, and develop strong interpersonal communication. Through interactive sessions, practical tools, and hands-on techniques, the course empowers participants to work more productively, communicate more effectively, and manage tasks with confidence. By the end of the program, participants will be better equipped to handle the challenges of modern office environments while adding greater value to their organizations.

## TARGETED AUDIENCE

- Executive secretaries and administrative assistants
- Office coordinators and administrative support staff
- Employees working in administrative and office management roles
- Professionals seeking to enhance their administrative and organizational skills

## COURSE OBJECTIVES

By the end of this course participants will be able to:

- 1 Enable participants to develop the key competencies required for high-level administrative performance, improving overall work efficiency and effectiveness.
- 2 Enhance creative thinking and analytical skills to support better problem-solving and decision-making in the workplace.
- 3 Improve time management and task organization skills to increase productivity and reduce work pressure.
- 4 Strengthen interpersonal and communication skills to build effective professional relationships within and outside the organization.
- 5 Equip participants with memory techniques and self-development planning skills to support continuous professional growth.

# COURSE OUTLINE

## Module 1

### Administrative Excellence and the Modern Administrative Role

- Understanding administrative excellence and its importance
- The evolving role of secretaries and administrators
- Key responsibilities and performance expectations
- Building a professional image in the workplace

## Module 2

### Time Management and Work Organization

- Planning and organizing daily tasks effectively
- Setting priorities using practical tools
- Managing deadlines and work pressure
- Techniques to improve productivity and efficiency

## Module 3

### Communication and Interpersonal Skills

- Effective verbal and written communication skills
- Active listening and relationship building
- Dealing with different personality types
- Managing difficult situations and conflicts

## Module 4

### Thinking Skills and Decision Making

- Fundamentals of creative thinking in administration
- Problem-solving techniques and tools
- Structured decision-making approaches
- Applying critical thinking in daily tasks

## Module 5

### Information Management and Note-Taking Skills

- Techniques for effective reading and comprehension
- Professional note-taking methods
- Organizing and managing information and documents
- Utilizing modern tools for information management

## Module 6

### Memory Development and Personal Effectiveness

- Techniques to enhance memory and recall
- Applying simple memory systems in the workplace
- Understanding personality and behavioral styles
- Developing a continuous self-improvement plan

## CONTACT INFORMATION

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