

# Administrators and Secretaries Professional Skills

*“Behind every successful organization is an administrative professional who manages time, communication, and priorities with excellence.”*



## COURSE OVERVIEW

In today's fast-paced and demanding workplace, office professionals are expected to be highly skilled, adaptable, and effective in managing diverse responsibilities. This course is designed to develop the key competencies, confidence, and professional presence needed to excel in a modern office environment.

Participants will enhance their time management, communication, and organizational skills while learning how to handle workplace pressures and build strong, collaborative relationships. The program also focuses on problem-solving, conflict resolution, and stress management, ensuring participants can thrive under pressure and deliver exceptional support to managers and teams.

## TARGETED AUDIENCE

- Executive secretaries and administrative assistants
- Office administrators and coordinators
- Administrative support staff across all departments
- Professionals aiming to enhance their administrative and professional skills

## COURSE OBJECTIVES

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

- 1 Apply the skills and attributes of a high-performing administrative professional to improve workplace effectiveness and professionalism.
- 2 Build confidence and develop a strong professional presence in a modern office environment.
- 3 Communicate effectively with managers, colleagues, and stakeholders to support smooth workflow and collaboration.
- 4 Handle workplace challenges, pressures, and demanding situations with confidence and resilience.
- 5 Develop problem-solving and conflict resolution skills to enhance decision-making and teamwork.

# COURSE OUTLINE

## Module 1

### The Professional Administrative Role

- Key responsibilities of modern administrators and secretaries
- Characteristics of a high-performing office professional
- Building a strong professional image and presence
- Ethical behavior and workplace professionalism

## Module 2

### Time Management and Work Prioritization

- Planning and organizing daily responsibilities
- Setting priorities based on importance and urgency
- Managing multiple tasks and deadlines
- Techniques to improve productivity and efficiency

## Module 3

### Communication and Interpersonal Effectiveness

- Effective verbal and written communication skills
- Building professional relationships in the workplace
- Active listening and understanding others
- Communicating with confidence and clarity

## Module 4

### Managing Workplace Pressure and Stress

- Understanding workplace stress and its impact
- Techniques for managing pressure and workload
- Staying focused and productive under stress
- Building resilience in demanding environments

## Module 5

### Problem Solving and Conflict Resolution

- Identifying and analyzing workplace problems
- Practical problem-solving approaches
- Managing conflicts professionally
- Negotiation and reaching effective solutions

## Module 6

### Personal Effectiveness and Professional Growth

- Building self-confidence and personal impact
- Developing a proactive work attitude
- Continuous self-development strategies
- Enhancing adaptability in a changing workplace

## CONTACT INFORMATION

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