

DURATION: A one day course

SUITABLE FOR: Office workers and administrators who are looking to develop their role and their skills to PA level.

OBJECTIVES: By the end of the course you will:

- ▶ Understand the role of the Executive PA and know the skills required for this position
- ▶ Know how to build a successful working relationship with your manager
- ▶ Understand the principles of assertive behaviour and how to communicate confidently
- ▶ Know how to manage your time more effectively
- ▶ Be ready to take on more responsibility
- ▶ Have tips and techniques for analysing problems and making decisions

THE EXECUTIVE PA - ONE DAY COURSE

INTRODUCTION

- ▶ What are we going to cover today?
- ▶ What are my priorities for the day?

THE ROLE OF THE PA / EXECUTIVE ASSISTANT

- ▶ What skills will help me to provide the proactive support my manager needs
- ▶ What do I want from my role?
- ▶ Understanding the role of management and where I fit in
- ▶ Building a successful working relationship with my manager – working in partnership

BEING ASSERTIVE

- ▶ What is assertive behaviour?
- ▶ Giving feedback to our managers and other team members
- ▶ Learning to say 'no'

TIME MANAGEMENT TIPS

- ▶ Managing myself, my manager and my workload
- ▶ Looking at symptoms of poor time-management and how they can be overcome
- ▶ Setting priorities and meeting deadlines
- ▶ To do lists, planners and other tools

TAKING MORE CONTROL AND RESPONSIBILITY

- ▶ Solving problems effectively and with confidence
- ▶ Making decisions in your manager's absence
- ▶ Using initiative to get the task done

THE WAY FORWARD

- ▶ Key learning – review of practical tips to take back to the workplace