



Executive Assistant | PA

The Executive PA Performance Development Programme

Advanced Masterclass

DURATION: 2 Days

SUITABLE FOR: PAs, senior secretaries, management assistants and executive assistants who are looking to develop their role. The aims are to improve their skills and gain up-to-date techniques and tactics in line with their higher level responsibilities and the changing expectations of the PA/EA role.

OBJECTIVES: By the end of the course you will be able to:

- ▶ Redefine your role as an Executive PA and understand others' expectations
- ▶ Apply new techniques to build a more successful working relationship with your manager
- ▶ Practise the principles of assertive behaviour and communicate confidently and credibly
- ▶ Plan and monitor ongoing tasks and projects successfully
- ▶ Contribute effectively within meetings
- ▶ Manage your time more effectively
- ▶ Develop tips and techniques for analysing problems and making decisions
- ▶ Develop your role and take accountability

DAY ONE

INTRODUCTION & WORKSHOP OBJECTIVES

THE ROLE OF THE PA / EXECUTIVE ASSISTANT

- ▶ What skills and qualities you need to provide the proactive support your manager expects
- ▶ Knowledge of the Four Working Styles
- ▶ Identifying your strengths and aspects for development

UNDERSTANDING THE REALITY OF YOUR JOB

- ▶ Analysing your role
- ▶ Diary management
- ▶ Managing your workload and your manager
- ▶ Setting priorities and achieving deadlines

PREPARING AND PRESENTING INFORMATION

- ▶ On your own behalf / on behalf of your executive

DECISION MAKING / PROBLEM SOLVING

- ▶ Developing a logical and objective approach
- ▶ Looking at a decision from all points of view
- ▶ Increase lateral thinking skills

BUILDING CONFIDENCE AND ASSERTIVENESS

- ▶ What is assertive behaviour and how to apply it
- ▶ Communicating more effectively
- ▶ Positive thinking building on a firm foundation

DAY TWO

TAKING MORE CONTROL AND RESPONSIBILITY

- ▶ Coping with "unreasonable" demands
- ▶ Managing interruptions
- ▶ Prioritising your work
- ▶ Successful delegating

MANAGING SMALL PROJECTS / EVENTS

- ▶ How to plan and think ahead for success
- ▶ Tools and techniques to use

LEADERSHIP MOTIVATION TOOLS

- ▶ Increasing your motivation to lead

CONTROLLING AND DIFFUSING YOUR ANGER

- ▶ Understand what causes your anger
- ▶ Manage and reduce your angry reactions
- ▶ Use problem solving / communication skills

ACTION PLANNING

- ▶ Working out a well-developed plan for change to transform your role and performance

To book a place on this course or for more information call: 020 7256 6668

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