

DURATION: 2 Days

SUITABLE FOR: PAs, senior secretaries, management assistants and executive assistants who are looking to develop their role, improve their skills and seriously enhance their performance.

OBJECTIVES: By the end of the course you will:

- ▶ Understand the role of the Executive PA and others' expectations
- ▶ Know how to build a more successful working relationship with your manager
- ▶ Understand the principles of assertive behaviour and how to communicate confidently
- ▶ Be able to plan and monitor ongoing tasks and projects successfully
- ▶ Be confident to contribute effectively in meetings
- ▶ Know how to manage your time more effectively
- ▶ Be ready to develop your role and take accountability
- ▶ Have learned techniques for analysing problems and making decisions

DAY ONE

INTRODUCTION

- ▶ What we are going to cover
- ▶ What are your priorities?

THE ROLE OF THE PA / EXECUTIVE ASSISTANT

- ▶ What skills and qualities you need to provide the proactive support your manager expects
- ▶ Understanding the role of management and where your contribution fits
- ▶ Knowledge & awareness of the Four Working Styles
- ▶ Working in partnership with your executive
- ▶ Identifying your strengths and aspects for development

UNDERSTANDING THE REALITY OF YOUR JOB

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

COMMUNICATION

- ▶ Effective Listening, hear what people are really saying
- ▶ How good are your communication skills?

PREPARING AND PRESENTING INFORMATION

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

BUILDING CONFIDENCE AND ASSERTIVENESS

- ▶ Your comfort zone and how to move beyond it
- ▶ Recognise and overcome barriers to success
- ▶ What is assertive behaviour and how to apply it
- ▶ Communicating more effectively with your executive and other team members
- ▶ Positive thinking building on a firm foundation

DAY TWO

DECISION MAKING / PROBLEM SOLVING

- ▶ The key steps when identifying issues
- ▶ Developing a logical and objective approach
- ▶ Looking at a decision from all point of view
- ▶ Increase lateral thinking skills

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
- ▶ Monitoring to achieve the objective

LEADERSHIP MOTIVATION TOOLS

- ▶ Increasing your motivation to lead

CONTROLLING YOUR ANGER BEFORE IT CONTROLS YOU

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

SUPPORT FROM PROFESSIONAL ORGANISATIONS

- ▶ Web sites
- ▶ Publications

YOUR PRACTICAL CASE STUDIES

- ▶ Exercises based on real tasks and scenarios – Work in pairs and teams to consolidate skills
- ▶ Chance to share your current work issues and solve!

REVIEWING ACTION PLANS FOR CHANGE

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