

Executive PA – Providing Top Level Support

Objectives: To understand the role of the Executive PA and know the skills required for this position. To learn how to build a successful working relationship with your manager. To understand the principles of assertive behaviour and how to communicate confidently. To learn how to manage your time more effectively. To be ready to take on more responsibility. Learn techniques for analysing problems and making decisions.

Designed for: Secretaries/administration staff who are looking to develop their role and become an Executive PA.

Prerequisites: None.

Course Content:

- Defining 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 working styles. Building a successful working relationship with my manager – working in partnership
- Being Assertive. What is assertive behaviour? Giving feedback to 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 your initiative to get the task done

Duration: 1 day workshop

What Next?

- Minute Taking – A Practical Guide Workshop

Make sure this course is right for you - have a friendly chat with a Course Adviser, arrange to drop in to have a FREE taster or book a place...

City of London: 020 7256 6668 **Oxford Circus: 020 7580 1651**

web: www.pitmanlondon.co.uk email: courses@pitmanlondon.co.uk



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