

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 PAVEA 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

For more information or to book please

call **020 7256 6668**

or email courses@pitmanlondon.co.uk

The best way to predict the future **is to create it.**