

# Supporting Your Manager(s) (2 day course)

## Introduction

Increasingly, professional administrative staff have a key role to play in working in partnership with their manager(s). Delegates will refresh and develop their organisational and interpersonal skills to build their credibility and influence with management and support their manager(s) in a positive and proactive manner.

## Designed For

Executive secretaries, PAs, office professionals and administrators working closely with one or more bosses. This course is of particular benefit to individuals who are supporting extremely busy and/or frequently absent managers.

## Objectives

**By the end of this course you will be able to:**

- Improve your communication skills, heighten your profile and enhance your influence within the management infrastructure.
- Establish a working system with your manager(s) which optimises your influence over the management of their activities, agenda and resources.
- Develop a close, open and honest working relationship with your manager(s) and other senior colleagues.
- Organise your manager(s) and anticipate their needs effectively.
- Effectively represent your manager(s) in their absence.

## Focus

### Developing Your Skills for Today and Tomorrow

- Defining your role and understanding the role of your manager(s)
- Defining the needs of the office and the roles of other team members
- Understanding how others see you

### Developing Productive Relationships

- Forging an effective working relationship
- What do you want from your manager(s) and what does your manager(s) want from you?
- The disorganised manager(s) - organising and co-ordinating your manager's time
- Acting on behalf of your manager(s) - making decisions

### Assertiveness and Self-confidence

- Recognising and overcoming barriers to communication
- Developing an assertive and confident communication style
- Dealing with difficult people and situations at work

- Overcoming conflict

### **Persuading and Influencing Colleagues and Your Manager(s)**

- Developing a position of increased influence
- Communicating with management and colleagues on an equal footing
- Presenting your ideas at meetings and briefings

### **Personal Productivity and Time Management**

- Working proactively and using your initiative
- Avoiding stress and burn out
- Identifying active and reactive tasks
- Organising yourself and planning your time

### **Stepping in to Support Your Manager(s)**

- Representing your manager(s) appropriately in a variety of situations
- Deputising for your manager(s) in their absence
- Networking within your department and outside

### **Personal Development**

- Formulating a personal action plan