

# PERFECT PA

## A ONE DAY WORKSHOP

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### *enhancing executive performance*

For most organisations the most valuable resource is executive performance. This course is about executive teamwork. The PA takes responsibility for much of the organisation and co-ordination of an office. It is a task which calls for tact and diplomacy as well as effective communication skills. A good PA makes an enormous contribution to executive effectiveness and requires numerous professional skills to be successful in this role.

### **Programme Contents**

- What is your role?
- Developing a professional Image
  - Characteristics of a professional
  - Improving your Credibility
  - How to Develop Confidence and Self Esteem
- How to Take on More Challenging and responsible Activities
  - Taking the Initiative and Making Decisions
  - Key Steps to Solving Problems
  - Setting Priorities and Smart Goals
  - Delegating Creatively
- Managing your Boss
  - Managing More than one Boss
- Communication Skills to Enhance Your Value in the Workplace
  - Listening Skills
  - Giving and Getting Instructions
  - Saying "No" Constructively
- Handling Interruptions Well
- Screening Callers
- Reducing and Managing Stress
- Goals for Your Job and Career