

The Executive PA

The Executive PA is designed to give delegates the skills required by modern employers and the confidence necessary for significant career advancement. As a key member of any management group the personal assistant requires both self management and team management skills to ensure the achievement of organisational objectives. The course provides managerial skills to allow secretaries to take control of their jobs and their careers.

Who should attend?

Secretaries and personal assistants to directors and senior managers. Those who have been, or are likely to be appointed to such a post.

What you will learn:

- What is expected of a personal assistant
- Which skills are needed to meet the demands of the changing world of business
- How to work effectively in the management team
- Treating tasks as projects; planning, organising and controlling
- Identifying and overcoming barriers to communication
- The power of behaviour; verbal and non-verbal
- Approaching issues and conflict with a positive attitude

Course Content:

- Expectations: Your role as an executive PA. Secretary, personal assistant, executive secretary?
- Competencies for excellence and criteria for desired performance. Understanding your boss.
- Working as a team
- What is management?
- Achieving results through others.
- Planning and organising your work.
- The importance of follow-up.
- Managing your manager
- Personal effectiveness: Communication: What is it? Why does it fail? The power of behaviour; verbal and non-verbal.
- Listening and questioning skills.
- Achieving win-win solutions
- Time management: Myths and realities. Deciding your goals. Setting priorities and meeting deadlines.
- How to delegate
- Problem solving and decision making: Defining objectives and collecting information. Developing options
- Evaluating and implementing. Putting it all together: a simulation
- Self-development: Challenges and opportunities for executive secretaries. Presenting ideas. Preparing for your appraisal. Learning from experience. Action planning

Course Information

Duration: 2 Days

Reference Code: TEPA