

Executive Assistant | PA

The Executive PA Performance Development Programme



2 Day Course

Advanced Masterclass

SUITABLE FOR: PAs, senior secretaries, management assistants and executive assistants who are looking to develop their role, improve their skills and seriously enhance their performance.

COURSE OUTLINE:

OBJECTIVES:

By the end of the course delegates will:

- Understand the role of the Executive PA and others' expectations
- Know how to build a more successful working relationship with your manager
- Understand the principles of assertive behaviour and how to communicate confidently
- Be able to plan and monitor ongoing tasks and projects successfully
- Be confident to contribute effectively in meetings
- Know how to manage your time more effectively
- Be ready to develop your role and take accountability
- Have learned the techniques for analysing problems and making decisions.



CPD Certified:

12 Learning Hours, 12 Points

PROGRAMME:

The Role of the PA / Executive Assistant

- What skills and qualities you need to provide the proactive support your manager expects
- Knowledge & awareness of the Four Working Styles
- Identifying your strengths and aspects for development

Understanding the reality of your job

- Analysing your role
- Diary management
- Managing yourself, your manager and the workload
- 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 point 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

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 your anger before it controls you

- 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

To book a place on this course or for more information call: 020 7256 6668

GBC LEARNING & DEVELOPMENT: Salisbury House, London Wall, London, EC2M 5QQ

Tel: 020 7256 6668

enquiries@gbclearning.co.uk

www.gbclearning.co.uk