

DURATION: A one day course

SUITABLE FOR: PA's and secretaries who are looking to develop their role and improve their skills.

COURSE OUTLINE:

OBJECTIVES:

By the end of the course delegates will be able to:

- Understand the role of the Executive PA and know the skills required for this position
- Know how to build a successful working relationship with your manager
- Understand the principles of assertive behaviour and how to communicate confidently
- Know how to manage your time more effectively
- Be ready to take on more responsibility
- Have tips and techniques for analysing problems and making decisions.

PROGRAMME:

Introduction

- What are we going to cover today?
- What are my priorities for the day?

The role of the PA / Executive Assistant

- How and why the role is changing
- What skills will help me to provide the proactive support my manager needs
- What do I want from my role?
- Understanding the role of management and where I fit in
- Building a successful working relationship with my manager – working in partnership

Being Assertive

- What is assertive behaviour?
- Giving feedback to our managers and other team members
- Learning to say 'no'

Time management tips

- Managing myself, my manager and my workload
- Looking at symptoms of poor time-management and how they can be overcome
- Setting priorities and meeting deadlines
- To do lists, planners and other tools

Taking more control and responsibility

- Solving problems effectively and with confidence
- Making decisions in your manager's absence
- Using initiative to get the task done

The way forward

Key learning – review of practical tips to take back to the workplace