

DURATION: A one day course

SUITABLE FOR: Secretaries, PAs and those in a support role, who wish to – and know they can – develop their role to increase the contribution they make to their managers, team and organisation. Our managers have numerous strengths – as do we. Together we can be an effective team by complementing each others' strengths, weaknesses and style of working.

COURSE OUTLINE:

OBJECTIVES:

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

- Increase employee motivation, engagement and morale
- Be able to develop good working relationships with your manager(s).
- Set up systems to manage resources, people and time.
- Improve your communication skills.
- Have strategies to influence and persuade others of your ideas.
- Understand your manager's style of working.
- Enhance office performance.

PROGRAMME:

Setting the context

- What are we going to cover today?
- What brings you here and what do you want from the day?

Defining your role & responsibilities

- Self perception – of us and our contribution.
- Skills needed for success.
- How to develop the role.

Working with your manager as a team

- What is an effective team?
- What is an effective working relationship built on?
- What do we want from our managers?

Gaining control of the workload – helping to organise your manager

- Self analysis. How do we spend our working day?
- Reactive and proactive working – achieving the balance.
- Creating an awareness of time-stealers and how to control them.

Persuading and influencing others to your ideas

- The need to actively listen – and how to do so.
- What type of question can we ask – to help achieve results?
- The three steps to take - to help persuade others.

Your manager's style of working

- Do you support a Type A or Type B boss?
- How to give maximum support to each type.

Conclusion and recap of key learning points