

**DURATION:** Two day

**SUITABLE FOR:** PAs, senior secretaries, management assistants and executive assistants who are looking to develop their role. The aims are to improve their skills and gain up-to-date techniques and tactics in line with their higher level responsibilities and the changing expectations of the PA/EA role.

## Objectives

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**By the end of the course you will be able to:**

- Redefine your role as an Executive PA and understand others' expectations
- Apply new techniques to build a more successful working relationship with your manager
- Practise the principles of assertive behaviour and communicate confidently and credibly
- Plan and monitor ongoing tasks and projects successfully
- Contribute effectively within meetings
- Manage your time more effectively
- Develop tips and techniques for analysing problems and making decisions
- Develop your role and take accountability

## Programme

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### Introduction & Workshop Objectives

#### The Role of the PA / Executive Assistant

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

#### Understanding the reality of your job

- Analysing your role
- Diary management
- Managing your workload and your manager
- 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 points 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 and Diffusing Your Anger

- 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



CPD Certified  
12 Learning Hours, 12 Points

For more information or to book please call **020 7256 6668** or email [enquiries@gbclearning.co.uk](mailto:enquiries@gbclearning.co.uk)