



**Webinar Events**  
*live & interactive*

**GBC** learning



## Executive Assistant / PA Advanced Masterclass

**Delivered as:** Interactive Workshop or Tutor-led Webinar

**Suitable for:** Personal Assistants, senior secretaries, management assistants and executive assistants who are looking to develop their role and make a notable impact. The aims are to enhance your skills and insights and gain up-to-date techniques in line with the higher-level responsibilities and the changing expectations in the current environment.

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

- Redefine your role and understand and meet others' expectations at a higher level
- Apply new techniques to enhance and develop working relationship with your managers and stakeholders
- Plan, execute and manage ongoing tasks and projects successfully, with less stress
- Apply decisive problem solving and decision-making techniques to increase your effectiveness
- Build a confident, influential, and persuasive style to underline your credibility and raise your profile
- Create a plan with greater insight for developing your role and your contribution

### DAY ONE

#### Mapping Your Role

- Short Introduction & Objectives
- Analyse your role & contribution
- The skills and qualities you need to provide the proactive support your manager expects
- Identifying your strengths and aspects for development
- Develop capability to further your role

#### Your Place in the Team

- What makes an effective team?
- Understanding and working with the four working styles
- Creating your place in the team
- Mutual respect - working effectively with your executive

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### Your Personal Brand & Communication

- Developing your professional brand – credible and unique
- How to build and display confidence
- Being more assertive and clear in your communication style

### Planning to Succeed

- Planning and prioritising the workload
- Managing interruptions effectively
- Turning unreasonable demands into do-able solutions

## DAY TWO

### Decisions, Problem solving and Projects

- Approaches to problem solving and decision making
- The stages of a successful project
- Planning and collaborating for mutual best outcomes

### Leading Within the Team

- The right motivation to lead
- Leadership motivational case studies
- Successful delegation and coaching

### Developing an Effective Presentational style

- Understanding what you want to achieve
- Maps of Influence – Internal & External
- Having an unforgettable style
- Building a strategy to Influence others
- Creating a plan for change to transform your role and performance

### Other Topics to Supercharge Your Career and Relieve Stress:

- Project Management – Introduction
- Management Diploma
- Event Management

For more information or to book please call **020 7256 6668, Option 2** or email [info@gbclearning.co.uk](mailto:info@gbclearning.co.uk)