

Professional Development for PAs & Executive Secretaries

2 Days T2

OVERVIEW

This highly participative course is designed for top secretaries/PAs who wish to develop their managerial skills in order to take on more responsibility in the future.

This course forms part of a three tier development path. Please also refer to Success Skills for Secretaries and Administrators to ensure that this programme is the most suitable to meet your needs.

DESIGNED FOR

Suitable for PAs, experienced/senior executive secretaries, management assistants and executive assistants who are looking to increase their performance and develop their managerial capability.

LEARNING OUTCOMES

By the end of this course participants will be able to:

- Describe the changes to their role and their organisation.
- Identify their career drivers.
- Overcome barriers to achieving greater success.
- Develop the managerial aspects of their role and increase their areas of responsibility.
- Plan and monitor small projects effectively.
- Use the practical tips to solve problems and make good decisions.
- Fully contribute effectively in meetings.

TOPICS COVERED

Change – Looking Forward

- Organisational change and its effect on your role
- The future of the PA/Secretarial role

What Drives You?

- Identify your career drivers
- Recognise and overcome barriers to your success
- Move out of your comfort zone

Working Effectively with Management and your Colleagues

- How to get the most from the people you deal with
- Increasing your own self-awareness by examining your behaviour style
- Proactive tips to help you gain control

Managing Small Projects

- A four-staged approach to managing projects
- Basic planning tools and techniques
- Creating a work breakdown structure

Thinking from a Manager's Perspective

- Coming up with great ideas
- Solving problems creatively
- Making good decisions

Preparing to Speak in Front of Others

- Preparing and presenting information at meetings
- Communicating confidently at a senior level
- Representing your manager at meetings



EXTRA NOTES

An equivalent course is available in Arabic. Please call us for details.