

Secretary/PA & Manager Programme

1 Day SAM

OVERVIEW

This workshop provides a unique opportunity for managers and secretaries/PAs to attend a forum together, which will enable them to explore their current working relationship and find ways to work more effectively with each other.

The programme is designed to help both managers and secretaries understand each other's roles, responsibilities and issues, build stronger relationships and manage expectations.

DESIGNED FOR

Suitable for secretaries/PAs and managers together, who would benefit from having a clearer understanding of each other's roles, pressures and responsibilities in order for them to work more collaboratively and effectively as a team.

LEARNING OUTCOMES

Outcomes for the Secretaries/PAs

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

- Benefit from a greater understanding of the role of their manager.
- Develop the managerial aspects of their role and increase their areas of responsibility.
- Enhance the support they provide by anticipating needs and identifying areas for improvement.
- Build an effective and more productive working relationship.
- Enable their manager to better understand the issues that they face within their role.

Outcomes for the Managers

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

- Benefit from a greater understanding of the role of their secretary.
- Understand how their secretary can add value to the management team.
- Confidently hand over increased responsibility to their secretary.
- Build an effective and more productive working relationship.

TOPICS COVERED

The Changing Role of the Secretary/The Changing Role of the Manager

- Examining the changes in the roles
- Identifying the impact and consequence of those changes
- Establishing the way forward

Expectations

- Where we are at the moment
- Exploring expectations of each other
- Planning for the future

Building Relationships

- Examining your own behaviour style
- Understanding the effect your behaviour has on others
- How to deal effectively with different behaviour styles
- Creating the perfect relationship

Understanding Each Other's Role

- Defining each other's objectives
- Understanding each other's motivators/stress
- Identifying extra responsibilities to take from/give to my manager/secretary

Working More Effectively with your Manager/Secretary

- Joint action planning
- Red, Amber, Green lights to determine the future

EXTRA NOTES

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