

Success Skills for Secretaries & Administrators

2 Days SPS1

OVERVIEW

This highly interactive and inspirational training course will introduce participants to new skills to develop their confidence and ability to work proactively. It will provide an ideal opportunity to enhance their professional development and improve performance by building on their communication, assertiveness and time management skills.

This course forms the second part of a three tier development path – please also refer to 'The Essential Office Professional - Skills for Administrators, Secretaries and Support Staff' and Professional Development for PAs and Executive Secretaries to ensure that this course is the most suitable for your participants.

DESIGNED FOR

This two-day course is designed for PAs, executive secretaries and office professionals who want to be more proactive and skilled, in order to manage multiple responsibilities more effectively. More experienced/senior PAs may wish to consider 'Professional Development for PAs and Executive Secretaries'.

LEARNING OUTCOMES

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

- Identify the qualities of a successful PA to become more effective and gain greater professional recognition for their valuable contribution.
- Use their initiative and take on increased responsibility more confidently.
- Explore ways to broaden the scope of their role, and achieve greater job fulfilment.
- Enhance team performance and manage their own and their manager's time more effectively.
- Enhance the support they provide by anticipating needs and identifying areas for improvement.
- Take control through improved planning and organise work on a basis of priorities.
- Communicate assertively with managers and business contracts to obtain co-operation and results.
- Deal effectively and positively with difficulties and conflicts.

TOPICS COVERED

What Makes a Successful PA?

- Defining your role and what is required of a highly proficient PA
- Identifying the skills and qualities for success
- Completion of a SWOT analysis
- Developing your role and determining the way forward

Understanding Your Manager's Role

- Contributing to your manager's success
- Defining your own and your manager's/team's objectives
- Building a successful working relationship with your manager and team members

Practical Time and Self-management

- The four steps to effective time management – setting realistic deadlines
- Managing your own and your manager's time – organisation and planning techniques that get you in control
- Meeting the needs and demands of more than one person
- Identifying and avoiding 'time stealers' and correcting unproductive work habits

Communicating Effectively through Assertiveness

- Effective listening and questioning skills
- Building rapport in face-to-face communication
- Identifying passive, aggressive and assertive behaviour
- Saying no without feeling guilty

Handling Difficult Behaviours, People & Situations

- Interacting effectively at all levels – dealing with difficult people
- Identifying and dealing with the underlying causes of difficult behaviour
- Adopting an appropriate approach in a variety of situations
- Taking greater control and responsibility

Personal Development

- Accepting new responsibilities and challenges with confidence
- An action plan to implement and monitor your development

EXTRA NOTES

Further Development:

Professional Development for PAs & Executive Secretaries (T2)

Minutes Taking Made Simple (NMT)

Time Management for Office Professionals (PPW)

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