

PA and Secretarial Development Programme

Duration: 3 days

This practical course is designed for PA's and secretaries looking to develop and enhance their managerial ability. Delegates will learn new skills to enable them to further their working relationship with their manager or managers whilst identifying ways to build confidence and increase responsibility.

Who should attend this course?

This course is designed for PA's and secretaries looking to develop their management skills and broaden their job role so they can improve performance and enhance their support role for their manager(s).

Course Objectives

Upon completion of this course participants will be able to

- Identify the management aspects of your role and identify areas to expand your responsibility
- Enhance the support you give to others by anticipating their needs
- Deal with conflict in a positive and proactive way
- Communicate with others assertively
- Identify your own style for influencing
- Influence people at all levels
- Prioritise and plan your workload effectively
- Identify creative methods for solving problems and making decisions
- Develop a personal action plan to broaden the scope of your role and increase personal success

Course Outline

Managing Your Manager

- Defining your role and responsibilities
- Understanding your manager's role and their needs
- Keeping your manager informed and organised
- Thinking like your manager

A guide to self-management

- Prioritising when everything is urgent
- Supporting more than one boss
- Identifying and minimising 'time wasters'

Managing Organisational Relationships

- Developing assertive behaviour
- Confident communication at all levels
- How to say 'no'
- The power of body language
- Identifying your influencing style
- Dealing with conflict effectively

Problem Solving and Decision Making

- Researching and analysing effectively
- Creative problem solving
- Getting your decisions actioned

Effective Role Development

- Dealing with problems in your manager's absence
- Staying one step ahead of your manager
- Taking on extra responsibility to broaden your role
- Trusting your initiative and judgement

Personal Development

- Developing your own SWOT analysis to create an action plan
- Handling your own stress effectively
- The benefits of having a mentor