

Training for PAs and EAs

Duration:

One day

Objective

Our Training for PAs and EAs course provides Personal and Executive Assistants with everything they need to succeed in a demanding and continually changing role. Core skills like minute-taking, introduction to management tools and techniques to maximise productivity, as well as a range of other administrative duties are all covered.

Contents

Various modules are included within this programme including:

- Your role within the management team
- Techniques to progress and manage your own development
- Management tools and techniques to maximise productivity
- Effective management and personal development skills
- Identify objectives to increase productivity - your own and your manager's
- Deciding what is important and what is not
- Principals of Managing People
- The Elements of Management
- The Skills Needed
- The Need for Planning
- Why Plan?
- 7 Steps of Effective Planning
 - Prioritisation
 - Setting SMART Objectives
 - Working with others
- Motivational factors
- Effective delegation - when and how?
 - Influencing Skills
- Communication skills
- Providing crystal clear instruction
- Getting ideas accepted
 - Being a Team Player
- Expectations and work ethics
- Assessing your team qualities
 - Personal Action Plans
- Assertiveness skills
- Appropriate minute taking skills

Who should attend

This course is designed specifically for Personal Assistants and Executive Assistants who are either new to the role or for more experienced PAs or EAs looking to develop their management skills and achieve more effective results.

Course benefits

- Balance secretarial and supervisory roles
- Understand the concepts of team building

Identify individual strengths in relation to teamworking

Delegate effectively

Understand how to motivate and encourage team members

Develop the skills needed to interview, select, counsel and discipline staff

Learn to tackle problems in a focused and logical manner

Enhance your ability to identify team training and development needs and implement appropriate solutions

Additional information

This course aims to introduce delegates to the skills needed to manage effectively, identifying and exploring the best ways to manage others to ensure that objectives are met.

Certificates

All delegates who successfully complete this course will receive a certificate of attendance.

Trainers background

The trainer for this course has extensive experience in the design and delivery of training programmes for Personal Assistants, Executive Assistants, Secretaries and Administration Managers. They have been successfully delivering training to both public and private sector organisations for a number of years.