



## Advanced Executive Office Administration and Secretarial Skills Programme

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### Why should you attend?

The Personal Assistants • Office Administration Unit Team • Secretaries • Administrative officers & Assistants • Customer Service Unit Team. • Front Office Unit Team .• Logistics and Operations Unit Team. • HR administrators • Executive Assistants hold a key position of influence and a powerful partnership with the senior management team. Success in this role has a direct effect on the success of executive operations. The Executive PA/Secretary/ Front Office who understand the roles and pressures of management and even think like the team will achieve improved performance, outstanding results and respect from superiors and the executive team.

### Turning 'Theory' into 'Practice'

This highly interactive course is designed to empower PA's/Office Admins Secretaries/Front Office who are looking for ways to enhance their performance, broaden their role and develop the managerial aspects of their position.

## Key areas to be covered in the programme and documentation

### DAY 1

#### Defining and Developing the Role

- The executive PA – your vital partnership with management
- Defining the responsibilities and authority of your role
- Identifying ways of broadening your role and creating opportunities to increase your responsibilities
- Developing the managerial aspects of your role – essential management skills

- Planning for development – identifying and overcoming barriers to your success
- Finding and working with a mentor

#### Effective Communication

- Interacting with others and networking for success – getting yourself seen and heard
- Developing and advancing your relationship with your manager/director

- Improving your communication skills – negotiating, influencing, persuading and delegating

### Developing Confidence

- Trusting your initiative and judgement
- Saying “no” constructively
- Prioritising and communicating the demands of different parties

## DAY 2

### Developing and Improving Key Skills

- Improving your confidence and assertiveness
- Developing an awareness of basic Project Management activity scheduling tools eg. Gantt charts
- Practising effective time management skills
- Concentrating, thinking, listening and making decisions under pressure
- Presenting your views and ideas effectively in meetings and to management
- Problem solving tools for managing difficult situations and people

### Getting Results

- Benefiting from key motivation techniques – motivating yourself, your subordinates and your boss
- Achieving results through others
- Managing stress and pressure that comes with change and challenge
- Measuring your performance based on objectives, standards, responsibilities set and achieved
- Preparing for your appraisal

- Action planning

## DAY 3

### Managing your Job-

- Expectations, Types of Roles, Activities vs. Results, Project Mgmt, Essential Skills List

### Managing your Time

- Priorities, Time & Stress Management

### Managing your Boss:

- My Boss' Job,
- Unspoken Problems of Bosses,
- My Boss,
- the Client,
- bad Bosses

## DAY 4

### Managing your Relationships

- Relationship Basics,
- People Skills,
- Communication,
- Influence

### Managing your Discipline

- Habits,
- Self Development,



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- Feelings

### DAY 5

#### Managing your Attitude

- Bad Attitude:
- Good Attitude,

- Developing the right attitude

#### Managing your Career

- Biggest Career Mistakes,
- Your job & You,
- Have a Plan

#### Benefits to you

- Creating opportunities for your personal development and accepting the challenges when they arise
- Managing yourself, your subordinates and your boss more effectively
- Developing the managerial aspects of your role
- Improving your confidence, assertiveness and communication skills
- Developing key tools to become more effective and productive in your role
- Managing the stress and pressure in an increasingly challenging environment
- Networking with your peers from across industry and benefiting from group feedback

#### Who should attend?

Personal Assistants • Office Administration Unit Team • Secretaries • Administrative officers & Assistants • Customer Service Unit Team • Logistics and Operations Unit Team • Front Office Unit Team • HR administrators • Executive Assistants who wish to be more proactive, grow in their position and take on more management responsibility ; It is also for those who need to gain better insights into the organizations aspects of being effective, valuable, resourceful and always focused.

#### Duration of Course: 5 days

Our trainers are selected on their ability to inspire, motivate and empower delegates. This is achieved by delivering training that is dynamic and relevant to the day-to-day challenges delegates face in the real world.

All of the training courses offered represent a blend of tried and tested methods as well as the latest tools, techniques, market research, case studies and dynamic ways of thinking.



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Our training venues allows for interactive training through group discussion, role-plays and exercises giving delegates the “how to” applicable and adaptable skills that they can use on returning to work.

### Course content – making it relevant!

All delegates will let us know their pre-course objectives before the event enabling trainers to tailor course content in order to meet specific delegate needs. Delegate objectives are re-visited before, during and after the event allowing us to focus on outcomes and address any delegate concerns as and when they arise.

Where applicable, our trainers also act as coaches in providing one-to-one advice and feedback both during and after the course. To support your learning, we provide extensive documentation on all courses including, theory, models, exercises, worksheets, case studies, action plans, slides and further reading and reference material.

**Our professional training courses combine the latest tools, techniques, market research, case studies and dynamic ways of thinking, delivered by experienced trainers to ensure the skills and knowledge acquired are directly applicable to your organisation.**

- **Research** the latest concepts, tools, techniques and tried and tested methods
- **Trainers** the highest standard of dynamic trainers with cross-industry experience
- **Tailored** detailed pre-course questionnaires to address your objectives
- **Applicability** training relevant to your needs and your workplace
- **Interactive** limited numbers with group exercises, role-plays and feedback
- **Action** planning, implementation and follow-up
- **Documentation** comprehensive supporting notes and further reading materials