



THE PROFESSIONAL Executive Assistant PA

Course Introduction:

For most organizations, the most valuable resource is executive performance. The PA takes responsibility for much of the organization and coordination of an office. It is a task which calls for excellent planning and organizing skills, the ability to solve problems, to be tactful, and discreet, and possess effective communication skills. A great PA makes an enormous contribution to executive effectiveness and requires numerous professional skills to be successful in this role

Course Objectives:

By the end of the training, participants will be able to:

- Practice advanced administration and secretarial techniques.
- Acquire modern concepts and strategies related to the job, in order to carry out responsibilities with a high degree of skill.
- List the main causes of stress and the techniques needed to control them.
- Prepare a meeting agenda and take minutes accurately.
- Improve professional skills in communicating with the internal/external public in an effective manner.
- To define and develop the skills and attributes of a highly effective PA
- To enhance the overall productivity of the manager / team, and ensure the smooth running of the office
- To plan, organize, and manage time more effectively
- To communicate confidently and professionally with colleagues and customers
- To deal with the additional pressures of supporting more than one person
- To deal professionally with difficult and challenging situations in the workplace
- To enhance your professional business writing skills
- To consider the implications of organizing business travel for your manager and team
- To revise and refresh the guidelines for handling all telephone calls in a professional and helpful manner

Who Should Attend?

Executive and personal secretaries, personal assistants, senior clerks, senior administrators and others with the potential to become office managers

Course Outline:

Role of the Executive Assistant/PA

- Professional Behavior

- Required Qualities for Success

Key Skills of the Executive Assistant/PA

- Technical
- Human
- Administrative

Interpersonal Communication with:

- Boss
- Colleagues
- Subordinates
- Clients

Written Communication

- Essentials of Business Writing
- Memos and Letters
- E-mails

Controlling Stress

- Symptoms
- Causes
- Solutions

Organizing Meetings

- Preparing the Agenda
- Taking Minutes

Dealing with Visitors and Improving Customer Service

- Screening Techniques
- Firm but Friendly Approach
- The Internal and External Customers
- Handling Complaints

Roles & Responsibilities of a PA

Skills & Qualities Of An Effective PA

Making An Office Run As Smoothly As Possible

Managing the In-Tray And The Filing

- Why An In-Tray Is Essential
- How To Have An Organized In-Tray

- Tips For Effective Filing

Building Effective Relationships

- Understanding Different Behavioral Styles
- The Power Of Positive Thinking And Positive Words

Understanding Your Manager

Handling Stressful or Conflict Situations at Work

Planning and Organizing

Some Helpful Tools for Organizing Your Tasks

The 'Bring Forward' File

Analyzing Your Priorities

Creating a Daily To-Do List

Managing Interruptions

Making Travel Arrangements

A Revision of Business Writing Etiquette

- Some Tips For Clear And Concise Writing
- Beginnings & Endings For Business Correspondence

Telephone Etiquette - The Basics

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

