

## The Executive PA Performance Development Programme

**DURATION:** A two day course

**SUITABLE FOR:** PAs, senior secretaries, management assistants and executive assistants who are looking to develop their role, improve their skills and seriously enhance their performance.

**OBJECTIVES:** By the end of the course you will:

- ▶ Understand the role of the Executive PA and others' expectations
- ▶ Know how to build a more successful working relationship with your manager
- ▶ Understand the principles of assertive behaviour and how to communicate confidently
- ▶ Be able to plan and monitor ongoing tasks and projects successfully
- ▶ Be confident to contribute effectively in meetings
- ▶ Know how to manage your time more effectively
- ▶ Be able to develop your role and take accountability
- ▶ Have tips and techniques for analysing problems and making decisions

### DAY ONE

#### INTRODUCTION

- ▶ What we are going to cover
- ▶ What are your priorities?

#### THE ROLE OF THE PA / EXECUTIVE ASSISTANT

- ▶ What skills and qualities you need to provide the proactive support your manager expects
- ▶ Understanding the role of management and where your contribution fits
- ▶ Knowledge & awareness of the Four Working Styles
- ▶ Working in partnership with your executive
- ▶ Identifying your strengths and aspects for development

#### UNDERSTANDING THE REALITY OF YOUR JOB

- ▶ Analysing your role
- ▶ Diary management
- ▶ Managing yourself, your manager and the workload
- ▶ Setting priorities and achieving deadlines

#### PREPARING AND PRESENTING INFORMATION

- ▶ On your own behalf / on behalf of your executive

#### DECISION MAKING / PROBLEM SOLVING

- ▶ The key steps when identifying issues
- ▶ Developing a logical and objective approach
- ▶ Looking at a decision from all point of view
- ▶ Increase lateral thinking skills

#### BUILDING CONFIDENCE AND ASSERTIVENESS

- ▶ Your comfort zone and how to move beyond it
- ▶ Recognise and overcome barriers to success
- ▶ What is assertive behaviour and how to apply it
- ▶ Communicating more effectively with your executive and other team members
- ▶ Positive thinking building on a firm foundation

### DAY TWO

#### TAKING MORE CONTROL AND RESPONSIBILITY

- ▶ Coping with "unreasonable" demands
- ▶ Managing interruptions
- ▶ Prioritising your work
- ▶ Successful delegating

#### MANAGING SMALL PROJECTS/EVENTS

- ▶ How to plan and think ahead for success
- ▶ Tools and techniques to use
- ▶ Monitoring to achieve the objective

#### LEADERSHIP MOTIVATION TOOLS

- ▶ Increasing your motivation to lead

#### CONTROLLING YOUR ANGER BEFORE IT CONTROLS YOU

- ▶ Understand what causes your anger
- ▶ Manage and reduce your angry reactions
- ▶ Use problem solving / communication skills

#### SUPPORT FROM PROFESSIONAL ORGANISATIONS

- ▶ Web sites
- ▶ Publications

#### REVIEWING ACTION PLANS FOR CHANGE

#### YOUR PRACTICAL CASE STUDIES

- ▶ Exercises based on real tasks and scenarios – Work in pairs and teams to consolidate skills
- ▶ Opportunity to bring your current work issues to share and solve!

#### EXTRA TOPICS

- ▶ Questioning techniques, effective listening, action programmes, appreciative enquiry, stepladder technique, business story telling, leverage, personal goal setting, find your passion, relaxation.