

## PA as a Manager

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### WHO SHOULD ATTEND

This course is aimed at experienced PAs, EAs, senior secretaries and office managers who want to add to their existing portfolio of skills.

### SUMMARY

The 21st century EA/PA is an emotionally intelligent leader. S/he does the same job as their Executive and have the same objectives, they simply do different tasks to achieve those objectives.

The 21st century PA is a Manager; no longer the typist sitting at their desk awaiting instructions as in the past. To excel in this role the PA needs a wide range of skills and attributes. This highly interactive and discussion based two day course will prepare each PA to excel in their specific roles. They will leave with their own personal action plan to ensure their continuing development and the success of their organisation.

### WHAT YOU'LL LEARN

#### Day One:

- Importance of the role
  - Define the importance of the PA role
- Communications, confidence, assertiveness
  - Understand the importance of communication skills
  - Appreciate the barriers to confidence and learn methods to exude confidence
  - Prepare techniques to speak and react assertively at all levels
- The impact and potential benefits of organisational change
  - Explain reasons organisations have to change
  - Understand the impact this change may have on colleagues and
  - Yourself
  - Learn how to adapt and be flexible
  - Benefit from change
- Release yourself from limiting beliefs
  - Understand the causes of limiting beliefs
  - Turn those limiting beliefs into empowering beliefs
  - Set goals

- Understand people's different behaviours and learn techniques to influence, negotiate and lead
  - Learn why people behave differently.. and not always predictably
  - Find out your working style
  - Understand how to influence others and negotiate
  - Become a leader
- Action plan 1 - put together your personal action plan to implement on your return to work

## **Day two**

- Recap on day 1
- Project management
  - Learn techniques to plan projects successfully
  - Plan a project
- Chair meetings and create excellent minutes
  - Ensure meetings are chaired efficiently
  - Learn how to prepare to take minutes
  - Take effective notes
  - Create professional minutes
- Successful presentations
  - Learn how to prepare a presentation - practical tips and techniques for delivering engaging presentations and overcoming nerves. Please note you won't be asked to deliver a presentation on the course.
- Action plan 2 - put together your personal action plan to implement on your return to work