

COURSE PROGRAMME

Advanced PA and Administrator's Development Programme

0915 Registration

Session 1 Welcome and Introduction

- Participant's objectives?
 - Rules of the game
 - Goals for today?
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Session 2 Learning

- The Psychology of Learning
 - 'It's all in the mind'
 - Embracing change
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Session 3 Time Tools

- The Time Target
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Session 4 Advanced Communication

- Tools of communication - NLP
 - Understanding, persuading and influencing
 - Personality Profile - DISC
 - The Question Cycle
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Session 5 Harnessing the opportunity to change

- Emotional quotient
 - Ten competencies of successful people
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4.15 – 4.30 Wrap Up, evaluation and close