

COURSE PROGRAMME

Two Day Executive PA and Administrator's Development Programme

Day One

0915 Registration

Session 1 Welcome and Introduction

- Participant's Objectives
 - The Role of the PA and Administrator
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Session 2 Effective Time Management

- Identify your time stealers
 - Managing interruptions and other time stealers more effectively
 - Effective prioritising and handling 'overwhelm' – 'worth your time?'; 80/20 rule; practical planning
 - Diary Management
 - Time Management Task Listing ('homework' exercise)
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Session 3 Assertiveness

- What is assertiveness?
 - Aggressive? Assertive? Passive? Getting the balance right
 - Developing your assertiveness to achieve results
 - How to disagree, say no and when to say yes!
 - Dealing with aggressive behaviour
 - How Assertive are you? (Questionnaire)
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Session 4 Stress Management

- Stress vs. Distress – positive vs. negative
 - Signs of Distress – stress facts
 - Coping with Distress and building resilience
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4.15 – 4.30 Close of Day One

Day Two

0915 Start of Day Two

- Review Day One
 - Review Time Management Task Listing 'homework'
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Session 5 The Art of Communication

- Improve your ability to communicate effectively
 - Overcoming barriers to communication
 - Effective listening and questioning skills
 - Awareness of self and others and how we interact with colleagues
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Session 6 Speaking with Confidence

- Top tips for public speaking - how to sound and look confident
 - Speak with confidence for short periods publicly – brief practical exercise in safe environment
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Session 7 Event Management

- Managing the happening - expect the unexpected!
 - Planning for success – important considerations
 - Who can help? Pre-empting problems
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Session 8 Wrap up and Forward Action Planning with (or without) Director/Manager

- Putting new ideas and tools to work
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4.15 – 4.30 Evaluation and close