

## **COURSE PROGRAMME**

### **PA and Administrators Development Programme**

**0915                      Registration**

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**Session 1                      Welcome and Introduction**

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**Session 2                      Self Awareness**

- Awareness of self and others and how we interact with colleagues
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**Session 3                      The Art of Communication**

- The communication process
  - Words, Tone or Body Language?
  - Barriers to communication – open discussion
  - Questioning skills and effective listening
  - Planning to communicate
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**Session 4                      Self Esteem**

- Acknowledging your worth
  - Building your self esteem
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**Session 5                      Assertiveness**

- What is Assertiveness?
  - How to disagree, say no and when to say yes!
  - Making and Refusing Requests
  - How Assertive are you?
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**Session 6                      Time Management Skills**

- Interruptions and Other Time Stealers
  - Prioritising
  - How to Stop Procrastinating
  - Break your goals down
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**Session 7**

**Speaking with Confidence**

- Top tips for public speaking
- How to sound and look confident

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**Session 8**

**Wrap Up**

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**4.30**

**Finish and Close**