The Executive/PA Masterclass

CODE: AS006

NOVEMBER 223

KNOWLEDGE TREE INTERNATIONAL INSTITUTE LLC

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Course Overview

This is a highly interactive course which uses several group and individual role plays. You will be constantly engaged in practical group and individual activities which will allow you to immediately test and apply your learning. Moreover, the use of several self-assessment tests will enable you to discover your hidden talents and areas of improvement. Finally, you will get an opportunity to discuss, share and find solutions to your work challenges in a supportive environment.

Target Audience

Executive and personal secretaries, personal assistants, senior clerks, senior administrators and others with the potential to become office managers.

Target Competencies

- Forward thinking
- Emotional control
- Building and maintaining systems
- Image building
- Interpersonal communication
- Handling stress
- Service orientation

Learning Objectives

- Practice advanced administration techniques to effectively run the office of a senior manager.
- Build excellent relationship with the manager and maximize productivity.
- Acquire modern concepts and strategies related to the job in order to carry out responsibilities with a high degree of competence.
- Apply professional business-writing techniques in e-mails.
- List the main causes of stress and prepare an action plan to keep it under control.
- Prepare and organize a professional meeting, write its agenda and take minutes accurately.
- Demonstrate professional skills in communicating with the internal/external public in an effective manner.

Progressive role of the executive or personal assistant

1. Understanding the strategic role of today's executive assistant
2. Working 'with' versus working 'for' your leader
3. The challenges impacting the 21st century administrators
4. The competencies of the modern personal assistant
5. Self-empowerment: creating your own mission statement
6. Developing forward thinking: being a proactive thinker
7. Using technology to get things done

Emotional intelligence (EI) tact and skills for handling people

1. Definition of EI
2. The conceptual model
3. Understanding the four dimensions of EI:
    - Awareness of own role
    - Management of own responsibilities
    - Awareness of office politics and environment
    - Management of stakeholders
4. Recognizing how stress and feelings affect performance
5. Applying EI in building relations and dealing with difficult situations

Effective interpersonal and written communication

1. Building excellent relationships with colleagues
2. Dealing with difficult personalities
3. Developing self-confidence and assertiveness
4. Presenting your ideas and influencing others
5. Effective Business writing:
6. Writing powerful emails
7. Writing minutes of the meeting

Mastering management practices

1. Planning
2. Setting SMART objectives
3. Writing your personal goal setting plan
4. Organizing
5. Delegating effectively
6. Setting task priorities
7. Directing/leading
8. Understanding the team dynamics
9. The coaching clinic
10. Controlling
11. Setting useful metrics
12. Building and maintaining systems

The Executive/PA guidelines for success

1. Forging a customer service culture in your office
2. The importance of internal customer service
3. Making your department customer friendly

4. Dealing with visitors
5. Creativity tools for decision making
6. Definition of creativity
7. Creativity tools for generating improvements
8. The personal creativity profile
9. Stress management
10. Identifying causes of stress
11. The personal stress worksheet
12. Time management preventive measures

Course Format

Face-to-Face

Location: Canada/ Singapore/Dubai/ UK

Locate Our Office:

USA - 9905 UNIVERSITY CITY BLVD, #462 CHARLOTTE NC, 28213.

CANADA - 670 HURONTARIO STREET, L5B IP3, MISSISSAUGA, CANADA.

HILTON LONDON OLYMPIA 380 KENSINGTON HIGH ST. LONDON W148NL UNITED KINGDOM

COPTHORNE HOTEL DUBAI PORT SAEED - DEIRA DUBAI, UNITED ARAB EMIRATES.

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Schedule and Fees:

$3,950.00 Fees + VAT as applicable

(including coffee breaks and a buffet lunch daily)

Duration: 10 Days

Dates:

8th – 19th May, 2023

11th – 22nd September, 2023