

Course Programme

Executive PA Course – “From Good To Outstanding”



By Adam Fidler.

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Course content

1. Welcome and introductions

- Where am I now? Where do I want to go?
- What do I like about my current role? What do I dislike about my role?
- What do I want to get out of this programme?
- Career planning

2. Re-defining the role of the Executive PA

- High expectations – perfectionism versus pragmatism
- Providing a service; providing solutions
- Seeing yourself as a manager
- Changing others' perceptions of the role – visibility, status and profile
- Key skills: adding value; creating a specialism

3. Your values, beliefs and personal motivation

- Your values in relation to your job
- Personal motivation
- It's the thought that counts – the law of attraction

4. The PA behaviour model

- Your behaviours (the 'how') are as important as your execution (the 'what')
- How you respond to the demands of others
- Managing your emotions at work – the Five Second Rule
- Dealing with difficult managers
- Setting boundaries
- Perception is reality; perception is projection

- Gaining credibility through personal impact

5. Daily routines

- Diary management – day folder, diary pack, travel planning and itineraries
- Looking after the boss
- Using the Five Folder System to remain organised when swamped with paperwork
- Thinking ahead; pre-empting workloads
- Taking control without taking over
- Scheduling your own time
- How to delegate work and ask others for help

6. Meetings, agendas and correspondence

- The PA as the meeting manager
- Owning and devising agendas and papers for meetings
- Not making a meal out of minutes
- The PA as the Chair of a meeting
- Drafting correspondence

7. IT versus paper systems

- Using IT more effectively - tips and tricks
- Advancements in IT
- Smarter ways of working
- Not being a slave to emails and technology

8. Working effectively with the boss

- The boss' relationship with you; your relationship with them
- Seeing the boss as a customer; seeing colleagues as customers
- Exceeding expectations
- Dealing with uncertainty and ambiguity
- Strategies for coping when things go wrong

9. Working under pressure

- Working under pressure
- Dealing with a high volume of work
- Remaining focussed and getting the job done
- Learning not to collect other people's "stuff" at work

10. The way forward

- What will I do differently as a result of this programme?
- Personal action planning
- Continuing my professional development
- Open question and answer session

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