



# from PA to *Executive* PA

## The Executive PA Performance Development Programme

**DURATION:** A two day course

**SUITABLE FOR:** PAs, senior secretaries, management assistants and executive assistants who are looking to develop their role, improve their skills and seriously enhance their performance.

**OBJECTIVES:** By the end of the course you will:

- ▶ Understand the role of the Executive PA and others expectations
- ▶ Know how to build a more successful working relationship with your manager
- ▶ Understand the principles of assertive behaviour and how to communicate confidently
- ▶ Be able to plan and monitor ongoing tasks and projects successfully
- ▶ Be confident to contribute effectively in meetings
- ▶ Know how to manage your time more effectively
- ▶ Be able to develop your role and take accountability
- ▶ Have tips and techniques for analysing problems and making decisions

### DAY ONE

Clarity, Communication & Contribution

#### INTRODUCTION

- ▶ What we are going to cover
- ▶ What are your priorities?

#### THE ROLE OF THE PA / EXECUTIVE ASSISTANT

- ▶ How and why the role is changing
- ▶ What skills you need to provide the proactive support your manager expects
- ▶ Understanding the role of management and where your contribution fits
- ▶ Working in partnership with your manager

#### BUILDING CONFIDENCE AND ASSERTIVENESS

- ▶ Your comfort zone and how to move beyond it
- ▶ Recognise and overcome barriers to success
- ▶ What is assertive behaviour and how to apply it
- ▶ Giving feedback to your managers, colleagues and other team members

#### SPEAKING IN FRONT OF GROUPS

- ▶ Preparing and presenting information at meetings
- ▶ Representing your manager at meetings

#### TRANSFORMATIONAL COMMUNICATION

- ▶ Interpersonal awareness and influencing others
- ▶ Matching and mirroring – language and behaviour
- ▶ Asking the right questions
- ▶ Active listening

#### DAY ONE ACTION POINTS

- ▶ Summary and review

### DAY TWO

Planning for Effectiveness

#### RECAP AND INTRODUCTION

#### PROBLEM SOLVING

- ▶ Identify issues or areas for improvement
- ▶ Developing a logical and objective approach to analysing the gap
- ▶ Seeking and generating ideas for alternative solutions
- ▶ Developing the new process, system or channels to implement the change

#### MANAGING SMALL PROJECTS/EVENTS

- ▶ How to plan and think ahead for success
- ▶ Tools and techniques to use
- ▶ Monitoring to achieve the objective  
Managing yourself, your manager and the workload

#### TIME MANAGEMENT TIPS

- ▶ Looking at symptoms of poor time management and how they can be overcome
- ▶ Setting priorities and meeting deadlines
- ▶ To do lists, planners and other tools

#### TAKING MORE CONTROL AND RESPONSIBILITY

- ▶ Solving problems effectively and with confidence
- ▶ Making decisions in our manager's absence
- ▶ Using initiative to achieve the task

#### PRACTICAL CASE STUDIES

- ▶ Exercises and practice based on real life tasks and scenarios – in pairs and teams to consolidate skills

#### THE WAY FORWARD

- ▶ Practical review and your Action Plan for change