Training for PAs & EAs

Duration
One Day

Overview
Our Training for PAs and EAs course provides Personal and Executive Assistants with everything they need to succeed in a demanding and continually changing role. Core skills like minute-taking, introduction to management tools and techniques to maximise productivity, as well as a range of other administrative duties are all covered.

Content
- Your role within the management team
- Effective management and personal development skills
    - Techniques to progress and manage your own development
    - Management tools and techniques to maximise productivity
- Identify objectives to increase productivity - your own and your manager's
- Deciding what is important and what is not
- Principles of Managing People
    - The Elements of Management
    - The Skills Needed
- The Need for Planning
    - Why Plan?
    - 7 Steps of Effective Planning
    - Prioritisation - Setting SMART Objectives - Working with others
- Motivational factors
- Effective delegation - when and how?
    - Influencing Skills
- Communication skills
- Providing crystal clear instruction
- Getting ideas accepted
    - Being a Team Player
- Expectations and work ethics
- Assessing your team qualities
    - Personal Action Plans
- Assertiveness skills
- Appropriate minute taking skills

Cosensa Learning and Development Ltd, Adelaide House, 1 Falcon Road, Belfast, BT12 6SJ
t: 02890 439624 t: 01786 235556 e: enquiries@cosensa.co.uk w: www.cosensa.co.uk
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Learning Outcomes

By the end of this course delegates will have the skills to:
- Balance secretarial and supervisory roles
- Understand the concepts of team building
- Identify individual strengths in relation to teamworking
- Delegate effectively
- Understand how to motivate and encourage team members
- Develop the skills needed to interview, select, counsel and discipline staff
- Learn to tackle problems in a focused and logical manner
- Enhance your ability to identify team training and development needs and implement appropriate solutions

Who should attend

This programme is ideal for Personal Assistants and Executive Assistants who are either new to the role or for more experienced PAs or EAs looking to develop their management skills and achieve more effective results.

Level

Introductory

Course benefits

This course aims to introduce delegates to the skills needed to manage effectively, identifying and exploring the best ways to manage others to ensure that objectives are met.

Pre-course work

No pre course work required.

Further courses to consider

Time Management
Better Proof Reading
Effective Minute Taking

Certificates

All delegates who successfully complete this course will receive an electronic certificate of attendance.

Trainer's background

<<insert detail>>

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