



## Organising and Behavioural Skills for Administrative Professionals-Executive Secretaries-PAs Training

### Description

#### Introduction

The roles of administrative professionals in business are continually evolving. This exciting and interactive master-class is designed to provide you with the opportunity to review and develop your interpersonal and professional skills to maximise your effectiveness. In this master-class you will discuss how to:

- enhance your skills to enable you to work at a higher level
- appreciate the value and importance of your role
- understand your business in order to work effectively
- use communication skills to your advantage and to the benefit of your organisation
- develop your interpersonal skills to improve your working practice

#### Objectives

- build and improve upon your existing skill sets
- develop your role and become more proactive
- identify ways to expand your knowledge of the company and business area
- have more control over your time and work output
- develop and apply your interpersonal intelligence
- manage your manager to mutual advantage
- write more effective letters, e-mails and other forms of business correspondence
- support and make memorable presentations

#### Content

##### Day One

**Building on existing skills and developing the role/ Organisational skills and time management**

- What is your role?
- Becoming more proactive
- Self-development and expanding your knowledge of the business
- Organisational skills
- Planning and prioritising – taking control over your work load

## Day Two

### Organisational skills and time management (cont)/Dealing with change

- Goal setting
- Time management under pressure
- Managing stress in self and others
- Coping with, and taking advantage of, change in the work environment

## Day Three

### The importance and value of communication skills

- Why are communication skills so important?
- Expressing yourself with clarity
- Spoken, written and remote communication – differences and implications
- Telephone techniques
- Writing more effective business letters and e-mails
- Improving reports – structure, relevance, layout and editing
- What makes a good presentation – tips to excellent presentations

## Day Four

### Managing your manager and raising your profile

- Image management
- Building an effective working relationship with your manager
- What is expected of you?
- Using your skills to enable your manager to concentrate on his/her priorities
- Delegating and improving the quality of delegation received
- Working as a team

## Day Five

### Interpersonal intelligence and influencing skills

- Being a team player and flexibility
- Understanding yourself and other people
- Influencing skills – gaining support and cooperation of others
- Improving self-confidence
- Assertiveness
- Resolving conflict
- Giving and receiving feedback

- Taking forward ideas for improvement
- Action planning

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