

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

# Description

## Introduction

co.uk 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
- n.co.uk • 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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