



## **PA & Executive Assistant Skills**

### **Who should attend?**

This course is suitable for anyone in a personal assistant type role or anyone with responsibility for keeping those around them organised, on track and on time.

### **Course Aims & Objectives**

The purpose of this course is to learn how to run a professional diary or office and stay in control, no matter how hectic the day gets.

By the end of the course delegates will be able to:

- Organise and manage theirs and others time effectively
- Deal with difficult people and handle negative situations
- Use different techniques for better listening
- Understand the importance of their professional presence
- Devise a plan of work that can be implemented into their job role

### **Course Outline**

- Course Introduction
- What's Expected
- Communication and Assertiveness
- Managing Pressures
- Organisation and Time Management
- Writing Clear and Concise Notes and Minutes
- Clear Objectives
- Professional Presence
- Action Plan

### **Certification**

Certificates of attendance will be awarded to delegates upon completion of the course.

### **Duration**

1 Day

### **Location**

We can offer courses on company premises for a maximum of 12 delegates or upcoming open courses in your local area.