

From Secretary To PA – Training Programme Overview

Target Audience

PA's, secretaries and administrative personnel in supporting roles.

Purpose

To develop the skills needed to provide effective and proactive support to one or several managers, whilst maintaining the trust of all.

Outcomes

Delegates will : -

- Understand how they might change their role from assisting to proactively working in partnership with their manager(s)
- Know what managers value from their support staff and be able to identify the skills, knowledge and competencies to meet these expectations
- Have explored how to deal with 'difficult' people and how to handle conflict and criticism effectively
- Have an understanding of effective communication, facilitation and influencing skills
- Be able to prepare, organise and co-ordinate effective meetings and encourage effective time management
- Know how to keep managers informed without alienating others.

Preparation

Delegates are asked to complete a pre-training briefing with their manager and collect information on business priorities and the strengths of their current work performance.

Programme Content

- The evolving PA role – traditional assistant to proactive partner
- Benefits and barriers to developing the current role
- Understanding the manager's role purpose, business priorities and success criteria
- Identifying personal style and impact, strengths, limitations and development choices
- Developing and using assertive and responsive behaviours well
- Making constructive challenge
- Giving and receiving feedback effectively
- Handling conflicts and disagreements
- Managing time and interruptions without alienating others
- Organising, preparing and processing the outputs of meetings
- Practical exercises – applying learning to real life situations
- Planning for change and involving the manager(s) to gain their commitment and support.

Duration

Two days from 0900 – 1700.