

Joint Manager and PA Development – Partnership Programme Overview

Target Audience

Directors/managers together with their PA/secretary.

Purpose

To enable a manager and PA partnership to enhance their working relationship through an improved understanding of each other's expectations and agreement of the actions necessary to sustain and improve efficiency.

Outcomes

Delegates will be able to: -

- Define the expectations they have of each other within the context of a changing organisational structure
- Constructively address behaviours that affect the working relationship
- Clarify the role of PA/secretary within the wider team
- Reinforce the loyalties and confidentiality expected from each other in both personal and organisational terms
- Formulate development/action plans that ensure more effective working partnerships.

Preparation

Delegates are asked to complete some pre-work to enable them to collect their thoughts in advance.

Programme Content

- Exploration of changing business requirements and internal/external customer needs
- Contracting – to identify individual expectations and objectives
- Identifying good practice standards for the partnership roles
- Defining criteria for measuring the success of the individual roles
- Self assessment against agreed criteria
- Identifying and agreeing feedback criteria
- Exchanging effective and helpful feedback
- Peer discussion to help in the development of action plans
- Shared planning to apply agreed actions.

Duration

One day from 0900 – 1700.