



Duration: 1 Day
Course Code: SSG14

Course Description:

The role of the PA is vital and requires a great deal of skill in supporting managers and administrative teams. This course will help you develop your skills as well as increasing your knowledge and confidence in your key role.

The interactive workshop is full of practical tips and suggestions that will allow you to improve your existing organisational skills. In addition you will be guided through your own action plan to identify future developments.

Who Should Attend Professional PA Training?

- Anyone new to the role of Personal Assistant, who is looking to develop the role and improve their confidence.

Benefits From Attending The Training:

- An understanding of the roles and responsibilities of a PA
- Recognition of the attributes of a good team player
- Methods for assessing priorities
- Negotiation skills to handle conflicts of interest
- Systems and procedures for managing workload and keeping track of tasks
- The ability to manage difficult people

Course Contents:

The Role of the PA

- Defining the nature of the role and teamwork
- Setting the boundaries
- Identifying the challenges
- Communicating with confidence

Handling Conflict

- Understanding conflict
- Question skills
- Negotiating an outcome
- Listening Skills

Managing Time

- Setting goals and objectives
- Planning
- Meeting deadlines
- Agreeing priorities
- Developing an action plan

Systems and Procedures

- Managing paperwork – storage and retrieval
- Keeping track of tasks and outstanding actions
- Using technology to help

Related Courses:

- Business Writing Skills | Duration: 1 day | Code: SSG03
- Notes And Minute Taking | Duration: 1 day | Code SSG10
- Microsoft Word | Duration: 1 day | Codes: ITS06 | ITS07 | ITS08

*BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals

