

# The Executive Assistant - Personal Assistant

## **Masterclass Course**

## **Venue Information**

Venue: London UK

Place:

**Start Date:** 2025-10-20 **End Date:** 2025-10-24

## **Course Details**

Net Fee: £4750.00

Duration: 1 Week

Category ID: SAAC

Course Code: SAAC-11

**Syllabus** 

## **Course Syllabus**

#### Introduction

## This program is designed for:

Executive and personal secretaries, personal assistants, senior clerks, senior administrators and others with the potential to become office managers.

## **Objectives**

- Practice advanced administration techniques to effectively run the office of a senior manager.
- Build excellent relationship with the manager and maximize productivity.
- Acquire modern concepts and strategies related to the job in order to carry out responsibilities with a high degree of competence.

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#### Content

## Progressive Role of the Executive Assistant/PA

- Developing and Broadening your Role
- Expanding Yourself: Going Beyond Expectations
- Wideningthe Managerial Aspects of your Role
- · Competencies of the Modern PA
- Better Management of your Work Flow

## Optimizing the Relationship with the Boss

- Establishing Common Objectives/Priorities
- Knowing and Synchronizing Expectations
- Building and Managing the Relationship
- Maximizing your Value Relative to the Boss
- Partnering with the Boss

## **Effective Interpersonal Communication**

- BuildingExcellent Relationships with Colleagues
- Dealing with Difficult Personalities
- DevelopingSelf-Confidence and Assertiveness
- Presenting your Ideas and Influencing Others
- Negotiating Win-Win Outcomes
- Perceptions, Attitudes and Beliefs

## **Professional Business Writing**

- Crucial Elements for Excellent Writing
- Writing Professional Emails
- Email Etiquette

#### Controlling Stress

- UnderstandingStress
- What Happens When you are Under Stress: The Symptoms
- Identifying Actual Causes of Stress
- Action-Planningto Keep Stress Under Control
- Time-Management Preventive Measures

## **Organizing Professional Meetings**

- Planningfor the Meeting
- Preparing the Agenda
- Techniquesfor Writing the Minutes

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- Different Techniques for Screening Visitors
- Servicing Internal and External Customers
- Handling Complaints Professionally
- Making your Department Customer-Friendly

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