

# The Certified Executive /PA Masterclass

( 5 Days Training Course )

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## Why Attend

Executive assistants nowadays hold a very important position of influence and need to build a powerful partnership with the senior management team. This course will enable you to have the right competencies in order to work in partnership with your manager. After all, your success will have a direct effect on your manager's success. This course seeks to supplement your current set of capabilities by adding other highly needed competencies that will lead to excellence in your position.

During this course, you will discover ways to enhance your confidence and forward thinking ability, allowing you to become a true business partner with the executive team. You will learn and practice powerful emotional intelligence strategies which you can immediately apply at the workplace. Moreover, you will participate in detailed discussions on the importance of building systems and having a systematic thinking approach, leading you to create several systems at the workplace. The next segment of this course discusses how to professionally deal with visitors, internal customers and external customers and how to make your department and company more customer friendly. Finally, you will learn how to develop action plans that will enhance your professional image and the image of your department and company.

## Course Methodology

This is a highly interactive course which uses several group and individual role plays. You will be constantly engaged in practical group and individual activities which will allow you to immediately test and apply your learning. Moreover, the use of several self-assessment tests will enable you to discover your hidden talents and areas of improvement. Finally, you will get an opportunity to discuss, share and find solutions to your work challenges in a supportive environment.

## Course Objectives

### By the end of the course, participants will be able to:

- Provide full support to stakeholders in order to enhance the success of the business
- Apply emotional intelligence to foster excellent business relationships both laterally and vertically
- Harness modern communication concepts and strategies to facilitate work flow
- Use the main functions of management to build and maintain different organizing systems that will lead to increased productivity
- Demonstrate professional skills in using creativity, serving internal customers, and managing stress

## Target Audience

Senior administrators, office managers, executive assistants and supervisors of junior staff who already possess the essential administration skills and are seeking to further advance their career.

## Target Competencies

- |                                  |                             |
|----------------------------------|-----------------------------|
| Forward thinking                 | Interpersonal communication |
| Emotional control                | Handling stress             |
| Building and maintaining systems | Service orientation         |
| Image building                   |                             |

## Course Outline

### **Progressive role of the executive or personal assistant**

Understanding the strategic role of today's executive assistant  
Working 'with' versus working 'for' your leader  
The challenges impacting the 21st century administrators  
The competencies of the modern personal assistant  
Self-empowerment: creating your own mission statement  
Developing forward thinking: being a proactive thinker  
Using technology to get things done

### **Emotional intelligence (EI) tact and skills for handling people**

Definition of EI  
The conceptual model  
Understanding the four dimensions of EI:  
Awareness of own role  
Management of own responsibilities  
Awareness of office politics and environment  
Management of stakeholders  
Recognizing how stress and feelings affect performance  
Applying EI in building relations and dealing with difficult situations

### **Effective interpersonal communication**

Building excellent relationships with colleagues  
Dealing with difficult personalities  
Developing self-confidence and assertiveness  
Presenting your ideas and influencing others  
Managing diversity

### **Mastering management practices**

Practice 1: planning  
Setting SMART objectives  
Writing your personal goal setting plan  
Practice 2: organizing  
Delegating effectively  
Setting task priorities  
Practice 3: directing/leading  
Understanding the team dynamics  
The coaching clinic  
Practice 4: controlling  
Setting useful metrics  
Building and maintaining systems

### **The Executive/PA guidelines for success**

Forging a customer service culture in your office  
The importance of internal customer service  
Making your department customer friendly  
Dealing with visitors  
Creativity tools for decision making  
Definition of creativity  
Creativity tools for generating improvements  
The personal creativity profile  
Stress management