

The Excellent Personal Assistant and Secretary Program

TARGET GROUP: All Personal Assistant and Secretaries

COURSE OBJECTIVES & BENEFITS: To better equip the PA or Secretary with dynamic attitudes, skills and values that enhance professionalism and good office etiquette whilst accomplishing his/her crucial role

COST: 20000 (MUR)

COURSE OUTLINE:

- Module One: The Role Of The New PA And Secretary
 - The Modern Secretary
 - Role and function
 - Understanding their profile using DISC
 - Adapting to their environment
 - Assertiveness

- Module Two: Attitude And Adding Value
 - Attitudes in the workplace
 - How to change or shift mindsets
 - Developing internal security and confidence
 - Learning to problem solve
 - Motivation

- Module Three: Communication and Conflict
 - What is communication?
 - Components
 - Listening skills
 - Nine behavioural skills of communication
 - Dealing with conflict
 - Barriers to conflict
 - Settings Goals

- Module Four: Time And Stress Management
 - Time Management
 - Prioritizing and planning
 - Using a diary effectively
 - Stress management
 - Adjusting your lifestyle

- Module Five: Accepted Etiquette And Practices of PA'S
 - Office etiquette
 - Your role at meetings
 - Organizing your workplace

- Module Six: Managing your boss
 - Productivity Principles
 - Interruptions / Changing priorities
 - Copy with multiple bosses
 - Lack of information

- Unavailable boss
 - Disorganized boss
 - The bottle neck boss
 - Six ways to become a star
 - Successful employee actions
 - Praising upward
 - How to read your boss – the stop sign
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- Module Seven: Presentation Skills For Personal Assistants
 - Strategies to deal with anxiety and nervousness
 - The impact and importance of non-verbal language
 - How to make a listener feel special
 - The skills involved in delivering a short but effective presentation
 - Writing good report and presenting the information inn the report
 - How to answer questions afterwards