

Behavioural Skills for Executive Assistants and Secretaries

This programme is delivered over two days of intensive workshops, with teaching by leading experts in business management.

Who is this for?

Executive Assistants / Secretaries, Office Secretaries, Administrative Professionals and Executive PAs who need to work in a highly demanding and challenging work environment. More than basic office management, their role includes a greater insight into how an organisation runs at a senior level. They are frequently required to supervise others and take charge of challenging tasks. They communicate across levels within the organisation including top management, external clients, vendors and senior professionals. Frequently, they act as a vital link between the top executive and various departments.

Programme objectives

To be more effective and efficient, apart from business skills, there are certain behavioural skills required by Executive Assistants, Office Secretaries, Administrative Professionals and Executive PAs. These skills make them more proactive and enhance their contribution to the organisation. This programme is especially designed in view of the continuous requests from the industry. The training will provide an opportunity to review and develop interpersonal and behavioural skills of the participants and maximise their effectiveness.

Programme content

The training programme will offer Executive PA Skills required to work at a senior level:

- Managing Pressure and Conflicting Demands
- Influencing Skills gaining support and cooperation of others
- Managing Human Relations
- Communicating with Stakeholders
- Effective Management of Client Relationships
- Achieving Service Excellence
- Planning, Prioritising & Monitoring
- Decision Making
- Business Etiquette
- Maintaining Confidentiality

Programme benefits

This training programme is endorsed by NOCN, a leading UK awarding organisation. The participants will receive a certificate awarded by AIMA and endorsed by NOCN, UK.

Learning benefits

- Become more proactive
- Handling work stress and conflicting situations
- Identify ways to expand your managerial skills
- Have more control over your time and work output
- Use communication as a tool to achieve results
- Build effective working relationships
- Develop skills to manage organisation's image