

5 Days

Masterclass for Executive Secretaries and PA's

Competent, Calm and Creative Executive Support

Upcoming Sessions

21-25 Oct 2024	Online	$3,950
17-21 Feb 2025	Online	$3,950

Training Details

Online Training Course Overview

Today's Executive Secretaries and Personal Assistants are expected to consistently perform to a high level and are considered important members of the Executive Team. For that reason, they need to be confident, have excellent office management and time management skills and be matchless communicators.

This enjoyable and popular Anderson online training course is designed to facilitate and develop delegates to be highly competent and confident in supporting a top-level Executive team.

Online Training Course Objectives

By attending this Anderson online training course, delegates will be able to:

- Demonstrate a "can do" attitude
- Stand out from the crowd in becoming skilled communicators
- Use time management techniques to be proactive and manage priorities effectively
- Understand what works in managing peers, subordinates and superiors
- Effectively handle the challenges of working in busy and challenging environments

Designed for

This Anderson online training course is suitable to a wide range of professionals but will greatly benefit:

- Executive Secretaries
- Personal Assistants
- Newly appointed Managers
- Administrators
- Office Managers

Training Details

Day One: Building a Strategic Partnership with your Manager

- Orientation, Introductions and scene setting
- The skill set of a world class EA/PA
- Identifying and understanding Leadership Styles
- Recognising more effective ways to support your manager
- Developing a personal brand
- Understand how to develop and expand your role

Day Two: Making an Impact through Excellent Communication Skills

- Building Your Confidence
- Developing assertiveness without causing offence
- Understanding and working with different Communication styles
- How to influence through non-verbal communication
- Effective Listening and Questioning
- Expanding your influence and effectiveness

Day Three: Blending with the Executive Team

- Understanding and working with different working styles
- Understanding Team dynamics
- The fundaments of making an impact
- Delegation, feedback and building a motivated team
- Problem Solving and making the best decisions
- Using Coaching and Mentoring to inspire and motivate

Day Four: Refining your Role & Increasing your Management Potential

- Understanding the basics of performance management
- Running effective meetings
- Effective Time Management
- When things go wrong – how to resolve conflict
- Refining your Influencing skills
- Expanding your toolbox of management skills

Day Five: The Calm and Creative Executive Assistant

- Gain and understanding of the main causes of stress
- Develop the tools to make stress manageable
- Refining confidence and belief in oneself
- Developing emotional intelligence and resilience at work
- Appraisals and how to prepare for them
- Making a memorable presentation

Preview

10:30 - 11:00	:	Welcome, Setup, Registration
11:00 – 12:30	**:**	**First Session**
12:30 – 12:45	:	Break (15 minutes)
12:45 – 14:15	**:**	**Second Session**
14:15 – 14:30	:	Break (15 minutes)
14:30 – 16:00	**:**	**Third Session**

The Certificate

An Anderson e-Certificate will be provided to delegates who attend and complete the online training course

INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

Email: inhouse@anderson.ae

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