

NEW SKILLS

Skills for the Executive PA

Classroom Training

Target Audience & Course Objectives

Executive personal assistants help executives run an organisation or company smoothly. They perform mostly administrative duties and clerical duties but may have more general office duties as well. Such as organising and maintaining files, answering phones, purchasing supplies and operating office equipment.

The attributes of an effective PA are, amongst others:

- * Efficient
- * Discretion
- * Flexible
- * Self-motivated
- * Organised
- * Proactive
- * A good communicator

In order to harness the above, this skills programme aims to provide the skills and knowledge needed to competently dealing with situations in their boss's absence and keep abreast of the organisation's goals and their boss's strategies objectives.

What you will Learn

- * Understand the importance of professional presence on the job. Learn how to self-manage to become more effective and efficient.
- * Improve your communications skills, including listening, questioning, and being more assertive.
- * Increase your effectiveness in recognizing and managing conflict, and dealing with difficult people. Manage time effectively in work tasks
- * Handle and manage stress from the workplace
- * Communicate effectively in the workplace. Conduct meetings and take appropriate minutes
- * Compose effective business texts. How to apply problem solving steps and tools. How to analyse information to clearly describe problems
- * How to identify appropriate solutions. Ways to think creatively and be a contributing member of a problem solving team
- * How to select the best approach for making decisions
- * How to create a plan for implementing, evaluating, and following up on decisions. Ways to avoid common decision-making mistakes

Cost & Schedule

Total Investment:

R13 300.00 Excl. VAT per delegate
A minimum of 5 delegates need to be confirmed for the training before the above dates will be confirmed. T&C's apply.

Scheduled Date(s):

18-21 June 2018

Duration:

4 Days from 9:00 till 16:00

Book/Enquire Now

[<Click Here>](#) to book or send an e-mail to training@acctech.biz for more information or group bookings.



Time Management	Stress Management	Business Principles to be a Better Worker
<p>Time Management Profiles:</p> <ul style="list-style-type: none"> * Common Time Management Misconceptions * Managing Time Wasters * Strategies to Save Time * Procrastination <p>Time Management Principles:</p> <ul style="list-style-type: none"> * The Principle of Preparation * The Principle of Balance * The Principle of Planning * The Principle of Organising * The Principle of Prioritising Tasks * The Principle of Delegation <p>Creating a Work Plan:</p> <ul style="list-style-type: none"> * Translate your Goals into Work Plans * Elements of a Work Schedule 	<ul style="list-style-type: none"> * Stress and the way we think * Sources of Stress – Stressors * Stress and Your Performance * Workplace Stress * Summary of Causes of Stress in South African Organisations * Coping with Stress 	<ul style="list-style-type: none"> * Personal Best, Professional Best (First Impressions) * Putting Others at Ease * Improving Your Assertiveness Skills * Emotional Intelligence * Getting Ahead * Setting Goals * Working as a Team <ul style="list-style-type: none"> o Working with cultural diversity and in a diverse workforce * Working with Difficult People * Learning to Say No
Key Communication Skills	Problem Solving & Decision Making	Alternative courses (Not Included in this course)
<p>Oral Communication Skills:</p> <ul style="list-style-type: none"> * Asking and Listening * Non-Verbal Messages * Telephone skills * Meetings (etiquette, format and logistics) <p>Writing Skills:</p> <ul style="list-style-type: none"> * Overview of effective writing skills * Report writing * Taking minutes of meetings * Email – the do’s and don’ts <p>Administration Skills:</p> <ul style="list-style-type: none"> * Filing and keep records (hard and soft copy) 	<ul style="list-style-type: none"> * Problem-solving definitions * Making decisions * Problem solving model and toolkit * Getting into It * SWOT Analysis * Making good group decisions * Analyzing and selecting solutions * Planning and organizing <p><i>We are able to provide formal assessments as can align the programme to unit standards. The above price doesn't include formal assessments.</i></p>	<p>End User Computer Skills</p> <ul style="list-style-type: none"> * MS Excel 2016 Level 1-3 * MS Word 2016 Level 1-3 * MS Outlook 2016 Level 1-2 * MS PowerPoint 2016 Level 1-2 <p><i>(competency exams also available on request)</i></p> <p>Please enquire more information by sending an e-mail to training@acctech.biz</p>

