

Be the Best Personal Assistant

A personal assistant or executive secretary manages a wide variety of responsibilities and as such requires high level interpersonal, planning and time management skills.

In this professional development program you'll learn about the techniques use by busy executive assistants to communicate effectively and manage workflow, become even more effective and to engage with people at all levels of business.

Benefits:

- 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.



Target audience:

Administrative staff looking to advance their career.

Topics to be explored include:

- ▶ Your role as PA
- ▶ Personal best, professional best
- ▶ Putting Others at Ease
- ▶ Distorted thinking
- ▶ The steps to feeling good
- ▶ Assertiveness
- ▶ Communication skills
- ▶ Asking and listening
- ▶ Non-verbal messages
- ▶ Writing skills
- ▶ Getting ahead
- ▶ Self management
- ▶ Setting goals
- ▶ Working as a team
- ▶ Working with difficult people
- ▶ Learning to say no
- ▶ De-stress options

What's included?

Instruction by an expert facilitator
A highly interactive and fun workshop
Participant workbooks
Personalised certificate of completion

**For more details on this, and other workshops,
presented by Learning Insight contact:**

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