

PA & EXECUTIVE SECRETARY MASTER CLASS

kumalogreen
FOCUSED ON RESULTS



Length: 2 Days (8:30 – 16:30)

ABOUT THIS TRAINING

A good PA makes an enormous contribution to the effectiveness of her manager. Supporting your manager and being part of the management team requires that today's successful PA be proactive and have the range of communication and professional skills.

WHO SHOULD ATTEND

Personal assistants, executive secretaries and executive assistants from all sectors including government, corporate and private sectors.

WHAT WILL I LEARN?

- How to manage the relationship with your boss and anticipate your bosses needs
- How to get organised for improved efficiency
- A step-by-step approach to managing projects
- How to contribute in a team meeting – preparing and presenting information
- The do's and don'ts of effective minute taking
- Tools to improve your problem solving and decision making skills so that you are able to effectively represent your boss when they are not in the office
- Using EQ in your role - techniques for self-management and emotional control

COURSE OUTLINE

Module 1: You and your manager – working together

- Thinking from a manager's perspective and anticipating your bosses needs
- Working with multiple bosses

Module 2: Time and stress management for productivity

- Planning techniques
- Clear the clutter and 'go slow' for better productivity

Module 3: Essential communication skills to manage workplace relationships

- Delegating correctly – upwards and downwards
- Assertiveness as a time saver
- Developing positive attitudes in thinking and language to control and influence others

Module 4: Emotional Intelligence for PAs

- Techniques for Self-Management and Emotional Control
- Developing your personal action plan for emotional mastery

Module 5: Managing small projects

- Step-by-step approach to managing projects
- Creating a plan and work breakdown structure

Module 6: Co-ordinating, Writing Agendas and Taking Minutes in Face-to-Face and Virtual Meetings

- Preparing and presenting information at meetings
- Tips to immediately improve your minutes - the do's and don'ts of effective minute taking

Module 7: Problem Solving and Decision making

- Taking real problems and working through them
- How to make decisions that will positively impact your organisation

CONTACT US



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Pricing

WHAT'S INCLUDED:

- A trainer who is a subject matter expert
- A comprehensive learner guide packed with practical tips (PDF for virtual / printed for face-to-face training)
- Digital certificate of attendance
- Post-training Trainer Report

WHAT THE CLIENT WILL PROVIDE:

Option1: Virtual Instructor Led Training	Option 2: Face-to-Face Training
<ul style="list-style-type: none"> • Fast, reliable internet connection • Computer / laptop for each participant - capable of using the meeting software (Zoom or Microsoft teams) and fitted with a microphone and camera • Printing facilities - should the delegates wish to print their course material before the training 	<ul style="list-style-type: none"> • The training venue, refreshments, and meals for the delegates and the trainer • All audio-visual equipment: data projector, flipchart/whiteboard and pens • Pen and paper for the delegates • Trainer's air or road travel (@R 3.50 pkm) expenses and accommodation for training further than Johannesburg or Pretoria.

PRICING TABLE 2 DAY TRAINING COURSE:

Number of Delegates	Price per delegate for 2 Day Training Course (excl. VAT)	Total cost per group based on the number of people attending (excl. VAT)
4	R 6 510	R26 040
5	R 5 208	R26 040
6	R 4 340	R26 040
7	R 3 802	R26 614
8	R 3 396	R27 168
9	R 3 080	R27 720
10	R 2 832	R28 320
11	R 2 606	R28 666
12	R 2 454	R29 448
13	R 2 308	R30 004
14	R 2 184	R30 576
15	R 2 076	R31 140
16	R 1 980	R31 680
17	R 1 900	R32 300
18	R 1 826	R32 868
19	R 1 760	R33 440
20	R 1 700	R34 000

*Terms & Conditions Apply. Prices change depending on number of delegates trained. Please request a formal quotation.