

learning  
equals  
development

## EQV Course Outline



■ Essential PA Skills

■ 1 Day

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# Essential PA Skills (1 Day)

## Business Benefit

'Behind every successful executive there is an effective PA'. The demands on senior managers have never been greater and the support of a pro-active and capable PA is, for many, invaluable. This course focuses on the skills and qualities of successful Personal Assistants and Executive Secretaries who want to be more pro-active and manage multiple responsibilities more effectively.

## Who Should Attend?

- Personal Assistants, Executive Secretaries and Office Professionals who wish to develop their skills and abilities.

## Learning Objectives

*By the end of this course you will be able to...*

- Identify the qualities of a successful PA.
- Communicate assertively with managers and staff at all levels
- Gain co-operation and commitment from colleagues and outside business contacts.
- Explore ways to broaden the scope of your role.
- Deal effectively and positively with difficult situations.

## Course Content

- Providing pro-active support.
- Managing the manager.
- Contributing to the team's success.
- Managing your own and your manager's time.
- Handling difficult situations.
- Taking greater control and responsibility.
- Practical time management.

## You may also be interested in

Assertiveness  
Communication, Assertiveness and Confidence  
Building  
Delegation  
Influencing and Persuading

Dates: **Dates to suit you...**  
**Please contact EQV**

Price: **£395**  
per person

## The EQV Promise

We ensure that our courses are well received and are delivered by trainers that have actual commercial competency in their chosen subject.

Not only is this essential for our accreditation purposes but it ensures that the trainers will be able to include relevant experiences they themselves have learnt from. This generates appropriate engagement and empathy in the training environment.

When the course is completed we will report back to you about how the training has been received and can indeed evaluate the training right from start to finish after the skills transfer period. This information can come from your account manager who is your main point of contact at all times.

## The EQV Experience

Our training courses take the attendee on a journey of learning and development. Throughout the course everyone is engaged in a stimulating and participative way.

Our courses are designed to encompass many different kind of learning activities making sure they appeal to different natural styles of learning that individuals have.

Activities may include a selection of syndicate work, discussion, pair work, case studies, games, role play, quizzes and presentations.

During the event an individual works on their own implementation plan so that they have a clear plan of how they are going to support their own skills transfer back in the workplace. Whilst it is important for the attendees to enjoy the workshop we want to ensure they apply as much as possible back in the workplace.

## Our Training Centre

Set in the heart of beautiful rolling Leicestershire countryside, our idyllic training facilities not only provide attendees with the perfect environment to concentrate on their individual learning experience but also provide the practicality of ample parking and fully designed and equipped training rooms.

You will be greeted upon arrival by our training co-ordinator who is your point of contact throughout the day should have any specific queries.

A delicious buffet lunch is provided catering for a variety of dietary needs.

## What Delegates Say about this course

*"I enjoyed the course and will be able to make personal improvements because of what I've learned today"*

*"Very useful. Would recommend to others."*

*"Excellent course"*

