

Executive PA Performance Development Programme



Duration: 2 days	Location: In-house, Training Centre or Hotel
Date: To suit the needs of the organisation	No of Delegates: No more than 14

This 2 day specialised Executive PA Development programme is run in-house to meet the exact needs of your organisation and team of Executive PAs. The programme ensures each delegate develops in their own individual role, but also as a strong team to underpin the operations of the Management Team.

This unique programme gives senior PAs an opportunity to focus on the business relationship they have with their Executive, including key ways to develop critical communication and information flows.

Delegates will gain a deep insight into the significance of their role within the management team and the organisation. They will learn how to pro-actively lead and develop their role to meet, and exceed, the support expectations of their Executive. Delegates will develop their Management, Communication and Influencing Skills, and learn how to build a strong professional identity within the organisation. In addition to developing as individuals, delegates will grow as a team and focus will be directed towards building collaborative relationships, knowledge sharing, system building and mentoring.

DAY 1

Taking a business wide view of the role of the Executive PA

Your role within the Management Team, understanding your own individual areas of influence and participation. Identifying your key contacts internally and externally. Creating your own personal "Map of Influence". Putting your role into context.

Communication, Negotiation and Influence

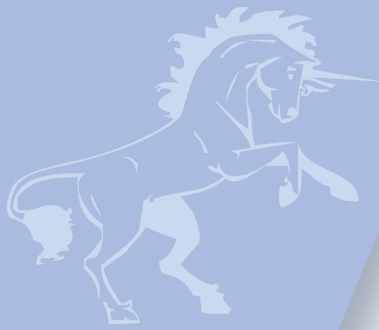
How you manage, influence and develop your key relationships. Developing your negotiating skills to reach your business objectives. Presenting your ideas and communicating with impact and confidence. Powerful listening and questioning techniques, how to obtain the information you require. Using your intuition and trusting your professional judgment.

Upward Management of your Executive

How to pro-actively improve the business relationship with your Executive. Key ways to develop critical communication and information flows. Understanding and supporting your boss's business priorities. Practical strategies on how to develop the business relationship; adding value and expanding the boundaries of your role. Taking on greater responsibility to underpin the operations of your boss.

Professional Identity and Image

Exploring the key elements and business value of your role and how you project and portray this to others. Developing a strong Professional Identity. How body language, personal branding and confidence increase your business productivity and contribution to the management team.



LEARNING OBJECTIVES:

By the end of this programme you will be able to:

- Clarify key relationships and the critical elements of your role within the organisation
- Define the specific details of each of the elements and how you influence outcomes
- Focus on how to develop your role and your business relationship with the executive you support
- Integrate tools, models and strategies to develop yourself and your role
- Maintain confidence in implementing success strategies to your business priorities
- Be in control of the successful outcomes in all elements of your role
- Develop a strong professional identity and grow as an effective team

**“ Come to the edge.
We can't. We're afraid.
Come to the edge.
We can't. We will fall!
Come to the edge.
And they came.
And he pushed.
And they flew. ”**

Guillaume Apollinaire

DAY 2

Office, System and Self Management

Managing a complex and changing workload, exploring the systems that underpin the effectiveness of your office. How to develop and build successful systems - paper and electronic. Self management and motivation and how to fit it all into your working day. Effective prioritisation techniques in managing your time and workload.

Managing Work/Life Balance

Managing your work/life balance and setting your own boundaries. Practical exercises to discover where your own balance lies. Recognise imbalance and set personal and professional goals. Identifying your stress triggers and how to anticipate and manage your responses.

Managing your own Professional Development

On going personal and professional development, and career management. Developing a vision of your career progression in the short, medium and long term.

Developing the senior Executive PA Team

The value of building collaborate relationships with other Executive PAs, internally and externally. How to develop an internal PA Network and build a strong cross-functional support team. Knowledge Sharing, Mentoring and Networking.

Action Planning and Moving Forwards

Developing an individual and team action plan to integrate all of the techniques and tools learnt over the two days to be applied directly to your own role. Committing to make positive changes in working practices when you are back at work.

A detailed pre-course questionnaire is issued to delegates prior to the training to ensure that the programme is meeting the exact development needs of all delegates.

Please contact us to discuss running this exclusive programme within your own organisation.