

The Proactive Personal Assistant

Today's PA is a multi-skilled professional, with a role that calls for flexibility and a broad portfolio of skills, including the ability to communicate at a wide range of levels with tact and diplomacy.

By assessing and evaluating current skills and offering a range of tools and techniques the demands of today's managerial expectations can be met and sustained with confidence and effectiveness.

Content

The role of the PA

- Consider role and responsibilities, others perceptions and skill set required for excellence

My Working style

- Self analysis to explore own working style and recognise the style of others and develop a strategy for managing a whole range of working relationships
- Personal strategic planning and self development goals

Meeting and minute taking skills

- Create best practise agendas, note taking and minute taking skills.
- Explore and develop effective listening skills
- Follow up actions and objectives

Managing Time and People

- Exploring timewasters, setting priorities and resisting interruptions
- Communicate assertively to manage those around you
- Identify tools to manage your Manager

Action Plan

- What am I going to do differently when I leave the workshop?

