

# Global Management Skills for Executive PA's and Office Professionals- Master Class



## WHO SHOULD ATTEND

- Executive Secretaries/ Assistants
- Administrators
- Personal Assistants
- Office Managers
- Office Assistants
- Protocol Officers
- Public Relations Officers
- Managerial Assistants
- Call Center Managers
- Strategic Planning Assistants



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## Day One

8:00: Registration and Early morning Coffee

8:30: First Session

### THE ROLE OF A MODERN EXECUTIVE PA

- Insight into Admin at an executive level
- Leadership as a role
- Executive Meeting management
- Records Management
- Administering the executive work station

### HOW TO MANAGE EXECUTIVE MEETINGS

- Plan the agenda, invitations, seating, procedures and presentations
- Ensure optimum participation and effective minute-taking
- Organise professional hospitality

### PERSONAL BRANDING

- The PIE factor – performance, image and exposure
- Global definition of integrity
- Building and maintain relationships founded in trust
- Earning and giving respect in a multi-cultural working arena.

### MODERN MANAGEMENT SKILLS FOR THE EXECUTIVE PA

- The basic principles of good delegation
- Elements required for effective problem solving and decision making How to negotiate a mutually respectful “win-win” outcome
- Live presentation by a Successful PA filled with Tips for Success in the Workplace

End of Day One

## Day Two

8:00: Early morning Coffee

8:30: First Session

### SETTING S.M.A.R. T. GOALS FOR PERSONAL AND CORPORATE SUCCESS

- Goals should be specific, measurable, attainable, realistic and timely
- The effect of concrete, measurable goals on personal motivation
- Rewarding the achievement of goals

### HOW TO MANAGE YOUR MANAGER OR MULTIPLE MANAGERS

- Ensuring clear communication results in accomplishing tasks first time around
- Learn to prioritise, especially with multiple managers
- Manage professional and personal conflicts with assertive confidence

### EMOTIONAL INTELLIGENCE

- What is EQ and why is it a critical management attribute?
- EQ, energy, empathy and enthusiasm the foundation of good leadership
- Situational leadership strategies to manage with confidence

### PRESENTATION SKILLS FOR THE EXECUTIVE PA

- Planning the presentations
- Maintaining a professional figure when presenting
- Creating the ‘wow’ factor in presentations
- Handling stage fright
- Using PowerPoint

### EXECUTIVE EVENTS MANAGERMENTS

- Planning
- Communication
- Checklists

End of Day Two

### Day Three

8:00: Early morning Coffee

8:30: First Session

#### PROJECT MANAGEMENT SKILLS FOR THE EXECUTIVE PA

- Defining the scope and planning the whole project
- Work breakdown structure
- Scheduling and accurate costing
- Tracking project milestones and project time

#### PLANNING EXECUTIVE BUSINESS TRAVEL

- Itineraries
- External Travel Agents
- Global Timing

#### The Role of IT in the Modern Workplace

#### PANEL DISCUSSION AND Q&A SESSION

- Delegates ask career-related questions to a panel of four experts
- Discussion of likely trends in the workplace in the next decade

#### CALL CENTRE SKILLS

- Defining etiquette
- Understanding what telephone etiquette is and who needs to know it
- Determining the importance of the telephone and telephone etiquette in the business world
- Learning how to use the telephone
- Communicating effectively voice, tone and choice of words
- The importance of courtesy
- Things to consider when making a call
- How to answer the phone and address the caller
- Knowing how to transfer calls and place callers on hold
- The relevance of voice mail and messages in business
- Listening as a prime factor of telephone etiquette
- Managing different caller behaviours
- Creating impressions that last from beginning to end Self-analysis of current skills set
- Practical experience and observation

**End of Day 3**

### Day Four

8:00: Early morning Coffee

8:30: First Session

Writing business documents has become one of the most important skills needed for the Executive PA. Executive PA's write all the time and this section will look at executive writing in a very extensive manner.

#### THE PRINCIPLES OF EXECUTIVE BUSINESS WRITING

Understand the complexities of the different principles to writing. There are only 6 principles to executive writing and if mastered, the executive PA, becomes very effective in their documentation.

#### Identify three critical elements:

- Audience (who is my reader?),
- Purpose (why am I writing this – my real motive?)
- Key issue (the main point to remember?)

#### AN IN-DEPTH LOOK AT THESE DOCUMENTS:

- Business letters
- Emails
- Executive Reports with their different types
- Memos
- Minutes: An in-depth look

#### BASIC PRINCIPLES OF PLAIN WRITING

Sequence your message for impact and explain the main point up front;

- Use descriptive headings and effective paragraphs
- Use the appropriate writing style and plain, everyday language
- Recognise the power of positive writing
- Use powerful language by using the “active voice”

- Keep it short and simple
- Write shorter sentences
- Create Must-Read Reference lines
- Get right to the point, close with a bang
- Write shorter paragraphs

Day Five

8:00: Early morning Coffee

8:30: First Session

## **DIPLOMACY, PROTOCOL AND ETIQUETTE**

- What is diplomacy?
- Origins of diplomacy
- The different levels of diplomacy
- Different types of diplomatic missions
- Diplomatic immunity

### **Understanding Protocol**

- Address; and Precedence
- Titles and their meanings
  - His Excellency
  - Your Majesty
  - The Honourable
- Recognitions
- According Precedence to dignitaries in addresses/speeches
- Seating arrangements
- Addressing various ranks/ positions in letters, in speech, other communications
  - Salutation © Full content
  - Final Salutation
  - In speech
- **Travel Wardrobe and Packing**
- Tips on what to pack and how
- Security and Safety when travelling
- Important document considerations
- **Global Gift-Giving Practices**
- Strategic do's and don'ts in gift-giving around the world... In Asia, Europe, The Americas, Africa.
- Wrapping and packing gifts for global travel

### **Understanding Cross-Cultural Differences and Awareness**

- Know their culture
- Offensive gestures in certain cultures
- Understanding monochronic/polychronic time and high context/low-context cultures
- Body language
- 5. Effective active listening
- 6. The art of negotiation

**END OF TRAINING**