



Workshop on Master-class for Executive Secretaries and PAs:

Competent, Calm and Creative Executive Support

July 4 – 8, 2022

**Venue: - Tenko Plaza Hotel, Accra
22 Boundary Rd, East Legon, Accra, Ghana
Course Fee: \$2,500 per Participant**

Program Overview:

Today's executive business managers are looking for professional administrators whom they can rely on to be their right hand person, and who have the ability to be involved in the growth of the business and handle clients. A recent report by the International Association of Administrative Professionals (IAAP) revealed that the administrative professional's role has changed dramatically, and many are involved in executive work more than ever before. The profile of the work required to be done by Secretaries, Office Managers, and PAs now require a concerted combination of management, interpersonal and technical expertise including a creative work attitude.

For whom:

This program is designed carefully to enhance existing skills of Executive Secretaries, Personal Assistants, Office Managers and Team Leaders, Administrative Assistants and Co-coordinators, Business Support Executives.

Learning objectives:

At the end of the course, participants will be able to:

- Shift from Executive PA to business partner
- Understand what your boss needs from you without being told
- Improve your professional relationship with your boss
- Understand how to effectively organize your workflow
- Discover project management and party planning techniques
- Maximize your value to the organization
- Work effectively with different communication styles
- Learn effective diary and email management strategies using internet tools
- Learn how to be assertive without causing offence
- Refine techniques for influencing management
- Build practical win-win negotiation skills

Course outline:

Day One: Building a Strategic Partnership with your Manager

- Orientation, Introductions and scene setting
- The skill set of a world class EA/PA
- Identifying and understanding Leadership Styles
- Recognizing more effective ways to support your manager
- Developing a personal brand

- Understand how to develop and expand your role

Day Two: Making an Impact through excellent Communication Skills

- Building Your Confidence
- Developing assertiveness without causing offence
- Understanding and working with different Communication styles
- How to influence through non-verbal communication
- Effective Listening and Questioning
- Expanding your influence and effectiveness

Day Three: Blending with the Executive Team

- Understanding and working with different working styles
- Understanding Team dynamics
- The fundamentals of making an impact
- Delegation, feedback and building a motivated team
- Problem Solving and making the best decisions
- Using Coaching and Mentoring to inspire and motivate

Day Four: Refining your Role & Increasing your Management Potential

- Understanding the basics of performance management
- Running effective meetings
- Effective Time Management
- When things go wrong – how to resolve conflict
- Refining your Influencing skills
- Expanding your toolbox of management skills

Day Five: The Calm and Creative Executive Assistant

- Gain and understanding of the main causes of stress
- Develop the tools to make stress manageable
- Refining confidence and belief in oneself
- Developing emotional intelligence and resilience at work
- Appraisals and how to prepare for them
- Making a memorable presentation

Note: There will be Accra city tour on day 5

Training Methodology

Lectures, discussions, exercises, and case studies will be used to reinforce these teachings/learning methods.

For bookings and inquiries, call: +234-8145745664, +234-8184727337 (Office Lines)

24/7 Lines: +234-8068933608, +234-8029170491 & +234-8051365946

Or send us an email: info@hcaglobalconsult.com or hcaglobalconsult@gmail.com