

OUTLINE PROGRAMME - 2 day course

How to be an Effective PA

- 1 Understanding Good Communication**
 - a. Verbal communication
 - b. Written communication
 - c. Telephone communication
- 2 Time Management**
 - a. Managing your time
 - b. Managing your Boss's time
 - c. Helping your staff to manage their time
- 3 Assertiveness Skills**
 - a. Dealing with your Boss
 - b. Dealing with senior executives
 - c. Dealing with your own staff
 - d. Dealing with other managers
- 4 Delegation**
- 5 Advanced MS Outlook**
 - a. Managing calendars
 - b. Managing tasks
 - c. Folders and PST files
 - d. Setting up Rules
 - e. Sharing information
- 6 Basic Understanding of Budgets**
 - a. What is a budget?
 - b. Working with a set budget
 - c. Budgeting your costs
 - d. Personal budgets
- 7 Overheads**
 - a. What are overheads?
 - b. Calculating overheads
 - c. Staff costs and costing
- 8 Profit Margins and Profitability**
 - a. What is profit?
 - b. How do I make a profit?
 - c. How do I know if I've made a profit?
 - d. Losses - the whys and wherefores!
- 9 MS Word and Excel**
 - a. Creating Templates
 - b. Creating Forms
 - c. Using Fields
 - d. Calculations and linking
- 10 Managing Staff and Change**
 - a. Managing your team
 - b. Avoiding conflict
 - c. Initiating change
 - d. Encouraging change
- 11 Managing your Boss!**
 - a. Selling your self
 - b. Selling your skills
 - c. Using your initiative
 - d. Proving yourself
 - e. 'Don't rock the boat!'
- 12 'Standing In'**
 - a. What to do when the Boss is out
 - b. Best communication methods
 - c. Crisis management
- 13 Minute Taking in a Nutshell**
- 14 Dealing with paper**
- 15 Documentation and Filing**
 - a. Creating documents easily and effectively
 - b. Filing electronically and manually
 - c. Delegation, delegation, delegation
- 16 Handling Difficult People**
- 17 Giving and Receiving Criticism**
- 18 Managing Expenses/Petty Cash**



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