

Professional Executive Assistant

(5 day course)



SHMAILAN

COURSE OBJECTIVE

Working closely with senior managers and executives, the Executive or Personal Assistants must be able to perform administrative roles as well as provide support to the management team. They need a range of specialist business and Administration skills. This course covers the effective communication skills, problem-solving and decision-making, dealing with difficult people, time and stress management, and organizing meeting.

AUDIENCE

Who does this training benefit :

Female leaders in the GCC.

- Managers
- Business Owners
- Coordinators
- Supervisors
- Graduates

Course Prerequisites :

None

Workshop Structure :

- Theory supported by examples
- Case study
- Practical group exercises
- Supporting training material is provided to each participant

Timing :

9.00am to 2.00pm*

Refreshments and a one hour lunch break is provided

* Hours can be flexible based on client needs

Location :

Four or Five Store Hotel in Dubai*
Details provided upon registration

Course Benefits

- Become more organized and professional
- :Deal better with difficult people
- Become more assertive
- Be more confident in your abilities
- Develop an "I can" attitude
- Improve your overall performance

The Professional Executive Assistant - Course Review

What You Will Learn

On completion of this training course, delegates will be able to:

- > Understand what makes an effective executive secretary
- Strategic partner to your boss
- > Analyze and maximize the use of time
- > Improve communication skills
- > Take responsibility and manage crises
- > Understand why difficult people are difficult
- > Achieve confidence through assertiveness
- > Continue personal development using an action plan
- > Work under pressure to achieve objectives
- > Understand the different methods used in storing information
- > Successfully organizes meetings

Course Content

Professional Image

- Job definition and analysis.
- Identification of personality type.
- Increasing productivity.
- Developing a work plan.
- Upper management recognition.
- Influencing people

Effective Communication

- What is communication?
- Communication barriers
- Use body language effectively
- Understand different behavioural styles

Dealing with Difficult People

- Identify the types of difficult people
- Why difficult people are difficult
- Deal with difficult people
- Use your communication skills to:
 - Control your behavior
 - Select appropriate ways of behaving
 - Influence others behavior
- Give and receive feedback effectively
- Improve performance and manage others
- Carry out disciplinary procedures and interviews
- Action plan of how to deal effectively with difficult people and get results

Time and Stress Management

- Analyze time usage.
- Work prioritizing and scheduling
- Travel arrangements.
- How to use telephone

Organizing Meetings:

- What makes good meetings good / bad meetings bad?
- Obstacles to meeting effectiveness
- Key Characteristics of an effective meeting
- Meeting rules
- Meeting process
- Agenda setting
- Meeting evaluation
- Meeting room
- Recording devices

Assertiveness in the Workplace

- What is Assertiveness
- Different behaviours
- Assertive language
- Getting your point across effectively

**CANCELLATION
POLICY**

Delegates can cancel in writing at any time with the following fee applicable
13 – 5 days 20% of training cost
5 – 3 days 40% of training cost
2 – training date 80% of training cost

NOTIFICATION

Joining instructions will be emailed to the training coordinator 5 days in advance of the workshop date

SCHEDULE

The Professional Executive Assistant	January	February	March	April	May	June
						X
	July	August	September	October	November	December
					X	

PRICE

		\$US
	Per delegate	\$2995.00

BOOKING

1. **RESERVE** your place by emailing us at info@sigtraining.com
2. **CONFIRM** your attendance using the attached booking form

The Professional Executive Assistant

Booking Form Fax Back
To
FAO INFO
Fax Number: 97143415352

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United Arab Emirates
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Email : info@sigtraining.com

Company :
Address :
.....
.....Postcode :
Telephone : Fax :

Delegate Details

Mr/Mrs/Miss/Ms. (please circle)

First Name : Surname :
Position : Department :
Email : Telephone :

Delegate Details

Mr/Mrs/Miss/Ms. (please circle)

First Name : Surname :
Position : Department :
Email : Telephone :

Course : The Professional Executive Assistant

Date of Workshop :

Invoice Details

Company : Mr/Mrs/Miss/Ms. (please circle)
First Name : Surname :
Department : Email :
Address :
PO Number..... Postcode :
Telephone : Fax :

Cost of Course per delegate :
Number of delegates attending :
Total Cost :
Name (please print) :

SIGNATURE