



Pro-Active College™
FREEDOMTHROUGHKNOWLEDGE

EXECUTIVE ASSISTANT DEVELOPMENT MODULE 1

In today's fast paced lifestyle many employers rely a great deal on their executive assistants to help plan, organise and run their office or organisation, whether it be to maintain a diary, make appointments or answer phone calls.

This is the first module in a set of three skills programmes which provides the learner with the knowledge, skills, attitudes and values to competently accomplish executive assistant tasks to the best of their abilities.

Benefits:

The benefits of this skills programme include:

- improved service delivery to clients; and
- becoming a well equipped 21st century executive assistant.

TARGET GROUP

This skills programme is designed for the public and private sector and is aimed at:

- all individuals who require learning to excel in the basic functions needed to competently perform PA duties necessary for the working environment.

ABOUT US

Pro-Active College excels in the education, training and development of public and private sector officials. With its strong focus on practical workplace skills, Pro-Active College strives to facilitate measurable improvements in the productivity of client organisations.

Contact Us

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PROGRAMME OUTCOMES

On completion of this skills programme, learners will be able to:

- understand what is needed to be a good 21st century executive assistant;
- know how to create a good personal image;
- understand the use of body language;
- know how to create a professional appearance;
- apply proper business etiquette practises in workplace;
- use techniques to improve reception skills;
- answer the telephone correctly and professionally;
- manage time effectively;
- manage diary (own and manager's) effectively;
- set up an office in an ergonomic manner;
- understand how to deal with change;
- deal with stress; and
- set goals and motivate themselves.

ENRTY REQUIREMENTS

It is assumed that learners accessing this skills programme are competent in:

- communication (NQF level 2).

Programme Outline

Learning Unit One

Understand What is Needed to be a Good 21st Century Executive Assistant

- What do you need to be a good 21st century executive assistant?
- How do you make a difference?
- Guidelines for a good relationship with your manager

Learning Unit Two

How to Create a Good Personal Image

- Self image - how to cultivate a professional image for yourself

Learning Unit Three

Body Language

- The greeting
- Facial expressions/signals
- Good body language
- The seven signals of success

Learning Unit Four

Appearance

- Appearance - the basic wardrobe and dressing correctly

Learning Unit Five

Business Etiquette

- The basic
- It is all about people - peers, subordinates and supervisors
- International business
- Meetings and interruptions
- Guests
- Appreciations/credit
- Business table manners
- Introduction and greetings
- Code of conduct (work ethics)

Learning Unit Six

Reception Skills

- Successful reception skills
- Receipt of parcels
- Things not to do
- Receiving visitors
- Serving refreshments

Learning Unit Seven

Telephone Skills

- Hearing body language
- Using the switchboard and private phone
- Telephone etiquette
- Learning a new telephone system

Learning Unit Eight

Time Management

- Time, task and activity management - schedule example
- Time wasters - interruptions

Learning Unit Nine Diary Management

- Demonstrate the ability to manage a diary
- Communicate relevant diary information

Learning Unit Ten Office Ergonomics

- Office design and layout - types of office layouts
- Planning of an office - colours, plants, work station layouts
- Office safety
- Performance

Learning Unit Eleven Change Management

- The change cycle - change agents, personal change and employee reactions to change
- Face your fears
- Innovation and change decision-making facilitation template

Learning Unit Twelve Stress Management

- What is stress?
- Stress and your health
- Introducing stress management
- The stress diary - stress management solutions

Learning Unit Thirteen Behaviour, Motivation and Goals

- Intrinsic and extrinsic motivation
- Behaviour - who are you at work?
- Goals
- Attitude

DURATION

Four day contact session combined with practical workplace experience.

PORTFOLIO OF EVIDENCE

To be declared competent in this skills programme the learner must be assessed by a registered assessor and be found competent in the following:

Formative Assessment

Consisting of classroom activities on which the facilitator will give feedback.

Summative Assessment

This assessment consists of workplace assignments and questions. This must be the learners' own individual work.