



Pro-Active College™
FREEDOMTHROUGHKNOWLEDGE

EXECUTIVE ASSISTANT DEVELOPMENT MODULE 2

Working in administration nowadays involves a variety of skills in providing support to an office or department; such as writing reports, minute taking, keeping daily and monthly records of petty cash and effective networking abilities. As an executive assistant one is further required to be assertive, manage conflict and have advanced interpersonal communication skills.

This is the second 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 executive assistant that can add value to an organisation.

TARGET GROUP

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

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

ABOUT US

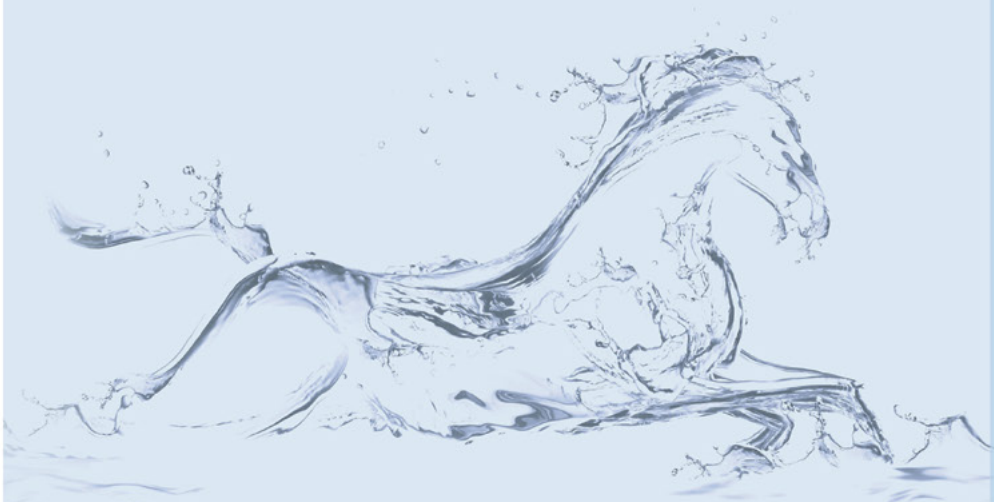
Pro-Active College excels in the education, training and development of public and private sector officials. With its strong focus on practical workplace skills, Pro-Active College strives to facilitate measurable improvements in the productivity of client organisations.

Contact Us

☎ 0861 727 726

✉ info@pscollege.co.za

🌐 www.proactivecollege.co.za



PROGRAMME OUTCOMES

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

- devise and apply strategies to establish and maintain relationships (networking);
- maintain an assertive attitude;
- update and maintain a petty cash system;
- apply workplace communication skills;
- plan and prepare meeting communications;
- apply effective conflict and negotiation skills;
- apply effective writing skills to compile memos, telephone messages, reports and business letters;
- apply effective communication skills - verbal and non-verbal; and
- apply effective presentation skills.

ENRTY REQUIREMENTS

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

- communication (NQF level 2); and
- numeracy skills (NQF level 2).

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.

Programme Outline

Learning Unit One

Assertiveness

- Behavioural styles
- Assertiveness and self confidence
- What to avoid
- How to say no

Learning Unit Two

Conflict Management

- Public sector conflict cooperation and prevention
- Clarifying confusion in terms of conflict
- Managerial action causing conflict
- Structures to minimise conflict
- Dealing with and recognising conflict
- Resolving conflict
- Ways to stop conflict from escalating
- Offer solutions to conflict situations
- Main areas where conflict occurs
- Preventing conflict

Learning Unit Three

Communication Skills

- Multilingualism in South Africa
- Communication models
- Internal and external communication
- Communication channels
- Interpersonal communication
- Listening skills
- Body language

Learning Unit Four

Writing Skills

- Good writing skills
- Writing styles
- Report writing

Learning Unit Five

Meeting Skills

- Terminology
- Meeting procedures
- Types of meetings
- Minute taking

Learning Unit Six

Networking

- How do I network?
- Why should organisation network
- What to know about networking
- How to use systematic networking

Learning Unit Seven

Petty Cash

- How to keep daily records
- How to keep monthly records

Learning Unit Eight

Presentation Skills

- How do I overcome my fear of speaking in front of people?
- Principles of effective communication
- How to make an oral presentation