



Pro-Active College™
FREEDOMTHROUGHKNOWLEDGE

MANAGERIAL SKILLS FOR PA'S AND SECRETARIES

Often assistants and secretaries who have gained experience and a certain level of maturity are entrusted with some of their managers' activities. Therefore it is important for PA's to not only master the basics of office administration, but also be able to manage time and stress effectively, be assertive, know how to communicate on all levels, manage conflict and make decisions.

This skills programme provides the learner with the knowledge, skills, attitudes and values to competently accomplish their 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 personal assistant.

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.

Kindly Note: The content presented in this course is extracted from the skills programmes Executive Assistant Development Modules 1, 2 and 3. Thus, having completed the Executive Assistant Development programme, learners should not attend Managerial Skills for PA's and Secretaries.

ABOUT US

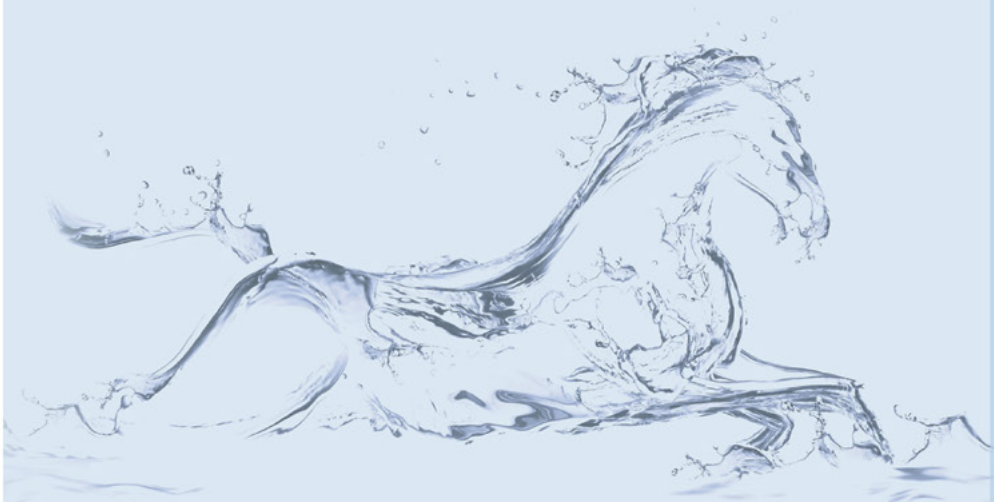
Pro-Active College excels in the education, training and development of public and private sector officials. With its strong focus on practical workplace skills, Pro-Active College strives to facilitate measurable improvements in the productivity of client organisations.

Contact Us

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PROGRAMME OUTCOMES

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

- manage the reception, telephone and diary effectively;
- manage time and stress effectively;
- apply behaviour styles as needed;
- communicate effectively; and
- manage conflict.

ENRTY REQUIREMENTS

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

- communication (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 Office Administration

- Reception skills
 - Successful reception skills
 - Receipt of parcels
 - Things not to do
 - Receiving visitors
 - Serving refreshments
- Telephone skills
 - Hearing body language
 - Telephone etiquette
 - Learning a new telephone system
- Diary management
 - Demonstrate the ability to manage a diary
 - Communicate relevant diary information

Learning Unit Two Time and Stress Management

- How to use your time and prioritise
- Time, task and activity management - schedule example
- Time wasters
- What is stress?
- Stress and your health
- The stress diary and stress management plans

Learning Unit Three Business Writing

- Good writing skills and writing styles
- Report writing

Learning Unit Four Assertiveness and Communication

- Behaviour styles - assertiveness and self confidence
- What to avoid and how to say no
- Multilingualism in South Africa
- Communication models - internal and external communication
- Communication channels - listening skills and body language

Learning Unit Five 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 situations
- Main areas where conflict occurs
- Preventing conflict

Learning Unit Six Interpersonal Relations

- Guidelines
- Conflict
- Johari Window

Learning Unit Seven Decision-Making

- Concepts, approaches, strategies and the process of decision-making
- Types of decisions
- Structured vs. unstructured decisions