



Pro-Active College[®]
PUBLIC SERVICES COLLEGE (Pty)Ltd

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 short courses 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 include:

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



TARGET GROUP

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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OUTCOMES

On completion 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.

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
