

INTERPERSONAL SKILLS FOR SENIOR AND EXECUTIVE SECRETARIES AND PERSONAL ASSISTANTS

OBJECTIVES

You will learn how to deal and work with others more effectively. You will be able to identify your values, strengths and qualities that are the source of self - empowerment. You will realize how significant an understanding of perception is to fully comprehend communication. You will obtain coping skills to deal with the daily stresses of a high-powered organization. You will obtain techniques for receiving and giving feedback. You will learn about the reasons for conflict, your own style of resolving conflicts and the effectiveness and appropriateness of the different styles. You will become familiar with the techniques of emotional intelligence.

WHO SHOULD ATTEND

Senior and Executive Personal / Administrative Assistants, Secretaries and Office Professionals.

PROGRAMME OUTLINE

Perception

- Why Perception is the Basis of Effective Communication
- Perception Tasks
- How You perceive
- How to Validate Perceptions

Stress Management

- Self-Assessment
- Definition of Stress
- Eustress vs. Distress
- Stressors
 - Job
 - Personal
- Type A Personality
- Prescription for Stress
- Video
- Questionnaire
- Case Study

Feedback

- Why Feedback is Important
- Evaluative vs. Descriptive Feedback
- Video
- How to Receive Feedback from your Boss and Others
- How to Give Feedback to Others
- Task 1 – Skill Practice
- Task 2 – Individual Written
- Task 3 – Team Written
- Behavioral Change through feedback

Defensive Communication

- Defensive Versus Supportive Communication
- Defensive Communication Tactics
- Task 1: Reactions to Defensiveness

- Task 2: Reasons for Defensiveness and How to Reduce it
- Lecturette: How to Avoid Defensive Communication

- DVD
- Quiz
- Examples
- Self-Assessment
- Exercises

Conflict Resolution

- Reasons for Conflict
- Types of Conflict
- Self-Analysis of Approaches to Conflict
- Methods of Dealing with Conflict
 - Avoiding
 - Accommodating
 - Competing
 - Compromising
 - Collaborating
- When to use the different methods

Effective Listening Skills

- Exercise
- Tasks 1, 2 & 3
- Barriers to effective listening
- Principles of effective listening
- Communication for understanding
- Bad listening habits
- Video

Emotional Intelligence

- Background
- Definition
- The Five Competences
 - Self-awareness
 - Self-regulation
 - Self-motivation
 - Empathy
 - Effective relationships

DURATION - 3 Days

METHODS OF INSTRUCTION:

This program will use a variety of methods including group discussions, lecturettes, case studies, videos, DVSS, self - assessment instruments, role-plays and individual and group exercises. It will be intensive and participant oriented to ensure attendees will be challenged and leave with skills they will be able to put into effect immediately.

COURSE LEADER:

Paul Loftus, B.Comm., B.A., M.Sc., F.I.C.B.
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 Paul Loftus & Associates Inc.
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Paul Loftus has been conducting seminars for personal/ administrative assistants, office professionals and secretaries for many years. He has conducted these seminars across Canada, in the United States, Bermuda, England, France, Belgium, Qatar, United Arab Emirates, Malaysia, Singapore and Indonesia.