MANAGEMENT SKILLS FOR SENIOR AND EXECUTIVE SECRETARIES AND ADMINISTRATIVE ASSISTANTS

INTRODUCTION

By virtue of your position, you are already at the top of your profession. Almost certainly, however, there is still scope for developing your own potential to make a valuable, and valued contribution, both to your boss and his/her immediate team.

This high level course has therefore been structured to help you refine your talents and skills by analyzing in-depth the context of your situation and your evolving role as the boss's right-hand person. It is essentially a management course because to be most effective, you must understand the challenges executive officers face.

As business becomes more complex and change demands incisive response, executives are having to face new challenges and broaden their horizons of activity. This directly influences your position. The seminar will discuss the fundamentals of key management responsibilities such as planning, organising, controlling, negotiating and decision making. It will also deal with aspects of teamwork and widen your understanding of communication.

This top-level, three-day program will enhance and deepen your understanding of your boss' position and the possibilities you have to contribute to his/her success and your own development.

Importantly, the course brings together a select group of people in positions similar to your own.
This will provide you with a unique opportunity to share opinions, challenges and problems with colleagues from different companies and industries, and to widen further the perspective of your career.

WHO SHOULD ATTEND?

Secretaries / Assistants to CEOs, Executives and Senior Managers.

OBJECTIVES OF THE SEMINAR

1. To provide a better understanding of top management responsibilities to enable you to expand your role;

2. To enhance your effectiveness as a support to the top management team;

3. To provide you with inside knowledge of management and behaviour concepts;

4. To focus on relevant tools and techniques of management, and to teach you how to use them;

5. To offer ways in which the executive secretary/ assistant can get things done in a more effective way

Understanding Management
- Definition
- Functions of Management
- Errors in Management

Communication
- The Essentials of Effective Communication
- One – Way vs. Two-Way Communication
- Barriers to Effective Communication
- How to Eliminate Barriers to Effective Communication
- The Johari Window

Planning
- Definition
- Need for Planning
- Types of Plans
- Characteristics of Objectives
- Developing and Implementing Plans
- Work Plans
- Gantt Charts

Organizing
- Organization vs. Organizing
- Changes in Organizations
- Principles of Organization
- Organizing Resources to Achieve Objectives
- Developing Action Steps in a Logical Sequence

Controlling (Measuring)
- Need for Control Process and Procedures
- The Relationship to Planning
- Advantages of Effective Controlling

Negotiating
- The Nature of Negotiation
- Basic Principles of Negotiation
- Determining Your BATNA
- The Strategy of Win-Win Negotiation
- Avoiding Negotiating Traps/ Ploys
- Video

Problem Solving/ Decision Making:
- The Differences and Similarities between Problem Solving and Decision Making
- Problem Solving Task
- Steps in Decision Making
- Decision Making Methods
- Case Study

Teamwork
- What Constitutes a Team
- Why Teamwork is So Important in Modern Organizations
- Team Task
- Teamwork Video
- What Makes an Effective Team
- Advantages and Disadvantages of Working as a Team

SEMINAR LEADER

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Paul Loftus has been conducting seminars for administrative/ personal assistants 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.