



AFRICAN ADVANCED LEVEL TELECOMMUNICATIONS INSTITUTE (AFRALTI)

TRAINING WORKSHOP OUTLINE

Title:	Advanced Modern Executive Assistant Training
Duration:	5 days for each group
Date:	19th-23rd September 2016 (Group 1) & 3rd-7th October 2016 (Group 2)
Venue:	Victoria Falls, Zimbabwe
Tuition Fee:	USD1,200 for AFRALTI Member States; and USD1,440 for Non-Members

Course Overview:

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 coupled with the role of the modern Executive Assistant constantly changing and evolving, EAs have to develop managerial-level skills in order to provide first class personal assistance to their boss. They also have to be an asset to their organization by increasing productivity and adding value to their working partnership. To accomplish this EAs need the kind of ideas and work-smart techniques that can only be gained from this first-class EA training.

Training is an investment, not an expense. It is maintenance for EAs. A significant number of senior executives attribute as much as 40% of their productivity to their EA; therefore, EAs need maintenance and upgrades even more than machines do. It is prudent that executives give priority to training the EA they intend to keep. This programme provides the learner with the knowledge, skills, attitudes and values to competently accomplish executive assistant tasks to the best of their abilities.

Target Audience:

This skills programme is designed for the public and private sector and is aimed at: Individuals who require learning to excel in the functions needed to competently perform EA duties necessary for the working environment.

Pre-requisite/s:

Preferably participants must be Executive Assistants/ Personal Assistants/ Secretaries/ Office Administrators/ Office Managers

Pain Points:

Executive Assistants keep their managers organized, on time and on track.

Their job involves juggling multiple (and sometimes conflicting) projects, priorities, deadlines and assignments. This is in addition to routine tasks such as handling phones, appointments, walk-in visitors and mail.

It is very difficult to maintain balance, enthusiasm and effectiveness when so many people and tasks are demanding their attention.

Outstanding Executive Assistants are adept at handling multiple projects, tasks, deadlines and managers. They are also able to stay motivated and in control, no matter how busy their day gets.

Value Proposition:

Participants will:-

- Learn to making the shift from Executive Assistant to business partner
- Understanding what your boss needs from you without being told
- Learn and understand body language
- Manage petty cash professionally
- Improve on personal and office etiquette
- Improve their professional relationship with their boss
- Understand how to prepare for the arrival of a new boss
- Understand how to effectively organise their workflow
- Learn project management and party planning techniques
- Maximize their value in the organization using performance appraisals
- Learn to work effectively with communication styles
- Learn effective diary and email management strategies
- Learn to use internet tools
- Learn how to be assertive without causing offence
- Learn techniques for influencing management
- Acquire practical win-win negotiation skills

Methodology:

Lecture/ Presentation /Practical / Group work/ Group Assignments

Workshop Objectives:

In this training EAs learn how to identify their boss's shifting priorities without being told and how to prioritize their workload. They also learn how to become skilled at planning projects quickly and effectively, and how to formulate engaging proposals that positively influence management.

This challenging and enjoyable training course develops and stretches the EA skill set and broadens the objectives and personal brand. This course allows them to practice essential soft skills such as influencing skills, presenting ideas to management, project management and win-win negotiation through practical case studies and exercises. These soft skills are effective for improving Executive Assistant qualifications.

This course also explores the duties and objectives of the modern Executive Assistant role. It teaches techniques for adding significant value to the role and maintaining continuous professional development. It also provides strategies for managing and organizing multiple managers, and for building productive working relationships.

This programme presents a managerial perspective on the Executive Assistants role. It is essential development training for EAs who would like to be first class business partners to their bosses.

Workshop Learning Outcomes:

- 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
- Apply effective presentation skills

Workshop Contents/Topics:

MODULE ONE: OVERVIEW OF EFFECTIVE EXECUTIVE ASSISTANT

Understand what is needed to be an efficient modern 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

How to Create a Good Personal Image

- Self-image - how to cultivate a professional image for yourself

Body Language

- The greeting
- Facial expressions/signals
- Good body language
- The seven signals of success

Appearance

- Appearance - the basic wardrobe and dressing correctly

MODULE TWO: ROLE AND TECHNIQUES OF EXECUTIVE ASSISTANT

Business Etiquette

- The basics
- It is all about people - peers, subordinates and supervisors
- International business
- Meetings and interruptions
- Handling VIP Guests
- Appreciations/credit
- Business table manners
- Introduction and greetings
- Code of conduct (work ethics)

Reception Skills

- Successful reception skills
- Receipt of parcels
- Things not to do
- Receiving visitors
- Serving refreshments

Telephone Skills

- Hearing body language
- Using the switchboard and private phone

- Telephone etiquette
- Learning a new telephone system

MODULE THREE: ADVANCED ORGANIZATIONAL SKILLS

Profiling the contemporary EA role

- Understanding the objectives of the modern EA
- Taking your EA skills to the next level
- Discovering your boss's daily priorities without being told
- Identifying the professional profile of a world-class EA

Diary and protocol management

- Profiling and Scheduling
- Assertiveness vs aggression
- Strategies for improving your working relationship with your boss
- Creating synergy with the executive team
- Managing multiple bosses
- Harmonising with your boss's work style

Managing your time and team

- Understanding your team
- Strategies for time managing & prioritising your workload
- Time-saving email management strategies
- Diary Management: creating time in the diary
- Tips for taking actions points at meetings

Understanding the project management process

- The project management process
- Using timelines in event management
- Effective event management & party planning tips
- Strategies for Influencing Management

MODULE FOUR: CHANGE AND STRESS MANAGEMENT

Change Management

- The change cycle - change agents, personal change and employee reactions to change
- Face your fears
- Innovation and change decision-making facilitation template

Stress Management

- What is stress?
- Stress and your health
- Introducing stress management
- The stress diary - stress management solutions

Behaviour, Motivation and Goals

- Intrinsic and extrinsic motivation
- Behaviour - who are you at work?
- Goals
- Positive Attitude

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

MODULE FIVE: BUSINESS COMMUNICATION AND NETWORKING

EA as a business partner

- Business models
- Revenue generation and retention
- Resources management

Advanced Communication Skills

- Cross cultural communication
- Multilingualism in the office
- Communication models
- Internal and external communication
- Communication channels
- Interpersonal communication
- Listening skills
- Body language

Networking

- Effective social media engagement
- Why should I network?
- How do I network?
- What to know about networking
- How to use systematic networking

Presentation Skills

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

Effective strategies for career progression

- Maintaining your continuous professional development
- Exploring the Virtual Assistant role
- Understanding internet tools
- Using LinkedIn to promote your personal brand

For more information, please contact us on

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