

THE HIGH PERFORMANCE PA OR ADMINISTRATOR: ESSENTIAL SKILLS

IN-HOUSE TRAINING

WHAT'S INCLUDED

AstroTech Training will provide:

- A detailed manual/workbook and electronic copy of course material
- Professional presentation of the course content, case studies and practical exercises
- One month of free telephonic and e-mail support included
- Certificate of completion
- Delivery of course material *[unless otherwise arranged]*
- Travel and Accommodation for the Facilitator *[if required]*

PLEASE WILL YOU PROVIDE:

- A suitable training venue with data projector
- White Board and/or Flip Chart and markers
- Lunch and refreshments daily

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★ COURSE OVERVIEW

It has been said that a manager is only as effective as his/her PA allows him/her to be. While perhaps a little extreme, the value of an excellent administrative assistant goes unquestioned. In order for managers to make optimum use of their time and deliver exceptional results themselves, an assistant who is competent, efficient and presentable is a must have for any organisation. In order to assist PAs and administrative personnel to develop the skills necessary to be a true asset to their organisation, AstroTech offers a training programme on 'The High Performance PA or Administrator: Essential Skills'. The course covers the following key topics:

DOING THE JOB RIGHT!

- Managing small Projects
- Organising Travel Requirements
- Organising Meetings
- Diary Management and Follow Up
- Creating an Organised Environment
- Dealing with Clients and Visitors

YOU AND YOUR MANAGER

- Managing your Manager
- Understanding appropriate Assertiveness
- Balancing the demands of more than one Manager
- Contributing to your Manager's success
- Organise your Manager(s) and anticipating their needs effectively
- Organising a disorganised Manager
- Working as a Team with your Manager
- Managing your and your Manager's time
- Representing your Manager(s) appropriately in a variety of situations

ORGANISATIONAL SKILLS

- Planning your day
- Action Plans and To-do-lists
- Planning ahead
- Time Management
- Task Prioritisation
- Effective Multi-tasking

COMMUNICATION SKILLS

- Telephone Skills and Call Screening
- Effective Minute Taking
- Using Professional Language
- Effective Listening and Questioning Skills
- Written Communication and E-mail
- Write Effective Agendas
- Writing on behalf of others

MANAGING YOURSELF & YOUR IMAGE

- Conveying a Professional Image
- Improving your Credibility
- Methods of handling Difficult People
- Developing a position of Increased Influence
- Managing your Emotions
- Conflict Management
- Problem Solving on your own
- Being a Team Player
- Developing your Network

... AND MUCH MORE!



COURSE INFORMATION

WHO SHOULD ATTEND

- Secretaries and Personal Assistants
- Executive Secretaries and Personal Assistants
- Office Administrators
- Anyone else looking to improve their Organisational and Time Management Skills



TAKE HOME TOOLS

- A detailed manual/workbook and electronic copy of course material
- Notepad & pen
- One month of free telephonic and e-mail support included

OUTCOMES

After attending this course attendees should:

- Improve your efficiency by organising and planning well
- Learn how to manage and maximise your time effectively
- Achieve the results that you want by managing yourself and your manager
- Improve your communication skills
- Enable your manager to be more efficient and effective

LEVEL 2 BBBEE STATUS

Spending with AstroTech counts twice! You can claim 125% of any training spend with us towards your Procurement scorecard, and everything spent with us on training your qualifying staff will count towards your Skills Development target



TERMS & CONDITIONS

- **PAYMENTS:**
Payment terms are **30** (thirty) days from date of course completion. The final invoice will be based on the **confirmed minimum number of delegates** provided as follows:
COURSES INSIDE GAUTENG: At least **SEVEN** working days prior to the course
COURSES OUTSIDE GAUTENG: At least **TEN** working days prior to the course
Absent delegates are charged for.
- **POSTPONEMENTS:**
POSTPONE WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 25% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
Once you have postponed, you **cannot** subsequently **cancel** without being liable for the **FULL** course fee.
A new date convenient to both parties will be agreed upon, however all postponements need to be utilised within **SIX** months of the original scheduled course date.
- **CANCELLATIONS:**
CANCEL WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 50% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
- **PRESENTERS:**
Should it be necessary, AstroTech Training reserves the right to substitute the presenter.
- **VENUE:**
If you have chosen to use the AstroTech Conference Centre as the venue for your training, the terms and conditions specific to Conferencing will be provided separately for your acceptance and signature.
- **COMMUNICATION:**
When a person registers on the AstroTech website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise from AstroTech and/or its business partners.
- **DISCLAIMER:**
AstroTech Training will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.