

The Essential management Skills for Senior Secretaries – a two day seminar

Why you should attend this seminar

Your position means that you are more than ever before part of the managerial structure of your organisation – involved in change, managing tight time schedules, negotiating with figures inside and outside the organisation and dealing tactfully with a range of difficult situations. Also, more responsibilities are being added to your workload.

Kaplan Hawksmere has designed this up-to-the-minute seminar with you in mind – giving you the tools and techniques to succeed in the ever-changing role you occupy. The highly interactive programme reflects the results of an in-depth survey on the changing roles and attitudes of PAs carried out in late 2000 by the Industrial Society and Executive PA.

Key benefits

The aim of this seminar is to give you the chance to identify your existing skills and then enable you to refine them through a mixture of lectures, group work and practical exercises. You will learn all you need to know about common sense day-to-day management skills.

- Identify your own style of management and communication
- Define and sharpen your time management skills for increased personal effectiveness
- Pinpoint the main drivers of change and develop strategies for facilitating the change process within your role
- Negotiate effectively and successfully in a variety of situations
- Handle conflict constructively
- Plan, evaluate, implement and follow projects through to completion
- Identify and face the challenges of your changing role within your organisation resolutely and competently

Who should attend?

- Senior secretaries
- PA and assistants
- Office managers

- Office administrators
- Executive secretaries
- Personal secretaries
- Team secretaries

Programme

Essential management skills

This session enables you to look at your present skills in your current environment and identifies the best ways to enhance those skills

- Identifying management skills for today
- Managing people – looking at our own styles
- Management culture – does your culture support your style?
- Managing within teams and organisations

Time management for productivity

This session will encourage participants to evaluate their experiences of good and bad time management and share their best time management tips with others

- Make the best use of your time
- Prioritise time with people, paper and problems
- Work proactively, not just reactively
- Create systems for better workload management

Your changing environment

This session will show you how to plot your own reaction to change and assist others with their own change management

- Management in a changing business environment and the effect on managing people at work
- Looking at the effect of change on the individual
- Overcoming resistance to change
- Identifying the change curve
- Plotting your position on the change curve
- Strategies for the fast pace of change

Negotiation skills

This session will give you the techniques you need to negotiate for that elusive goal by learning, developing and practising proactive and productive negotiating strategies

- Looking at different styles
- Identifying one's individual style
- Recognising different types of power
- Negotiating for win-win
- How to deal with difficult people
- Defusing strained situations
- Identify basic conflict strategies
- Recognise and tackle barriers
- Using your skills to overcome barriers

Essentials of project management

Learn from this session about the common sense approach to project management and how to plan a project within the team environment

- The key concepts and success factors
- Planning the project
- What are the risks?
- Putting it into place – implementing your strategy with different members of the team