



## **The Indispensable Personal/ Executive Assistant, Office Manager and Administrators Training**

**When:** 10th & 11th November 2022 (8:30am - 4:30pm)

**Where:** Best Western Plus Meridian Hotel, Nairobi.

Technology is making business communication easier, flexible and faster. Human capital is quickly being replaced by sophisticated software. Research shows that new jobs and job titles will come up in the next 20 years REPLACING the current old and cliché job titles as we know them.

Personal/Executive Assistants and Administrators are quickly rebranding themselves.

This 2-day training will give you a guide on the areas that you are supposed to work on in order to improve and grow your career. Keep your skills as fresh as they can get.

### **Learning outcome;**

- The formula of influencing the executive.
- Dealing with more than one boss.
- Dealing with problematic colleagues.
- Developing versatile skills.
- Time management.
- Dealing and communicating with the executives.
- Developing confidence and team-work with colleagues.
- Discover how to cope with multiple demands and priorities.

### **Who should attend?**

- Personal Assistants
- Executive Assistants
- Office Managers
- Office Administrators
- Secretaries

## **Course Outline;**

### **Building a Strategic Partnership with Your Executive.**

***Working with the executive requires a clear understanding of the executive's needs. The chemistry.***

- Role as a strategic business partner.
- Discovering your daily priorities without being told.
- Applying forward-thinking in your strategic partnership.
- Self-leadership.
- Empowering your boss.

### **Blending With the Executive Team. Professionalism.**

***The office level of dignity and class starts is a requirements of all officeholders. The etiquette and professionalism cannot be overemphasized.***

- Identifying the skills profile of a world-class executive PA.
- Blending in by improving your knowledge in the organization.
- Working with individual work styles
- Managing multiple managers: prioritizing demands on your time
- Adding value to your team.

### **Managing Your Time and Your Team.**

***Important to urgent matters need clear allocation of the scarce resource, time.***

- Identifying time stealers and prioritizing your workload
- Time-saving email management strategies
- Diary management: techniques for creating more time
- Applying emotional intelligence when resolving issues with the team
- Problematic colleagues.

### **Career growth.**

***The motivation that keeps us going despite the challenges is personal strategic goals.***

- Assistant to a manager? How to bring the possibility to a reality.
- From an ADMIN then what next?
- Stimulate continuous professional development: Vertical and horizontal growth
- How do you prepare yourself for more challenging and engaging roles
- Career growth and actualization.
- Being the best you can be in a career/work.

## **Communication Skills - Getting What You Want From Others.**

***Between colleagues, bosses and clients. How do we get it right?***

- Improving your written communication skills and body language
- Using a formula to influence management
- Verbally presenting your ideas to management
- Dealing assertively with managers without causing offense
- Expressing your displeasure with respect.

## **Increasing your managerial potential and power.**

***Managing ourselves, our bosses and the colleagues who need our services requires managerial skills.***

- You and your personal brand
- Goal setting: writing a personal development plan
- How to identify tasks that add value to your role
- Strategies for maximizing your performance review scores
- Dealing with work-place internal competition.

## **Emotional Intelligence.**

***Clear understanding of self and how our actions affect the people around us.***

- Benefits of EI
- 5 Dimensions of Trait EI Model
- Self-Regulation.
- Self-motivation
- Social management and responsibility.

## **Stress Management.**

***With so many people to deal with, a boss keeping you on your toes and personal goals to meet, stress is likely to come knocking. How do you find a balance?***

- Coping strategies.
- Happiness and well-being.
- Self-confidence and sleep.
- Anger management.
- Burnout.

## **Trends in the P.A Profession**

*How do you keep up with the position's changing demands?*

- The evolution of the Personal Assistant
- Staying relevant
- Diverse skills of admin assistants

**Your investment for the 2 days insightful training is Ksh 35,000 Incl. VAT per person.**

The fee caters for facilitation, training materials, buffet lunch with a soft drink, water, tea/coffee with snacks, writing materials and certification.

**This is a NITA approved course and participating organizations are eligible to claim reimbursement of training cost in accordance with NITA rules and regulations.**

### **Discount and offers**

- For every 3 bookings, the 4th attends for FREE!
  - 10% Early bird discount for booking and payment done by 25th October 2022.
- Take advantage!

### **Payment Options**

Payment to be made either via cheque, bank transfer or M-Pesa.

### **Bank Details**

KCB Kenya

Account Name - Bright Achievers Training Consultants Ltd

Account Number - 1172443955

Branch code - 205

Bank code - 01

Swift code - KCBLKENX

### **MPESA**

Paybill: 522522

Account no: 1172443955

**DO YOU WANT THIS COURSE AS IN-HOUSE? FEEL FREE TO TALK TO US.**

For more information and registration, send an email to [Mary@brightachieversltd.com](mailto:Mary@brightachieversltd.com) or call +254 723 130 137 / WhatsApp +254 729 958 590.

**We advise you to make your reservation early enough to avoid missing a slot to this training.**