

The Senior Secretary Development Programme

Secretary & Admin
Amsterdam (Netherlands)
20 - 24 Jan 2025

UK Training

PARTNER



The Senior Secretary Development Programme

Ref: 321533_131076 **Date:** 20 - 24 Jan 2025 **Location:** Amsterdam (Netherlands) **Fees:** 4200 Euro

Introduction

The Senior Secretary Development Programme training course focuses on helping senior secretaries and office professionals to develop their skills and opportunities.

Senior Secretaries and administrative office professionals are generally extremely hard working, highly educated and skilled individuals. At times others perceive their role as being one of lesser importance and this training course will help delegates understand how important and pivotal their role is to the smooth functioning of their companies and enable them to have pride in their profession.

Course Objectives of The Senior Secretary Development Programme

- Creating opportunities for your personal development and accepting the challenges when they arise
- Managing yourself, your subordinates, your colleagues and your boss more effectively
- Developing the competence & managerial aspects of your role
- Improving your confidence, assertiveness and communication skills
- Managing the stress and pressure in an increasingly challenging environment
- Understanding your own and others personality & its effect on behavior
- Make better and more effective decisions

The Senior Secretary Development Programme Course Outlines

Day 1

Defining and Developing the Role

- The executive PA - Your Vital Partnership with Management
- Defining the responsibilities and authority of your role - Biases & Prejudice
- Identifying ways of broadening your role and creating opportunities to increase your responsibilities
- Developing the managerial aspects of your role - Essential Management Skills
- Planning for development - Identifying and Overcoming Barriers to your Success
- Understanding your own and others personality & subsequent behavior

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Day 2

Effective Communication

- Interacting with others and networking for success - Getting Yourself Seen and Heard
- Developing and advancing your relationship with your Manager / Director
- Improving your communication skills - Negotiating, Influencing, Persuading and Delegating
- Consensus

Day 3

Developing Confidence

- Trusting your initiative and judgment
- Saying "no" constructively
- Problem solving & decision making tools
- Team roles and interaction with others
- Video presentation skills
- Individual & team exercise tantrix & colour blind

Day 4

Developing and Improving Key Skills

- Improving your confidence and assertiveness
- Practicing effective time management skills
- Concentrating, thinking, listening and making decisions under pressure
- Conflict management
- Improving your memory
- Video conflict management
- Leadership practice building

Day 5

Getting Results

- Benefiting from key motivation techniques - motivating yourself, your subordinates and your boss
- Achieving results through others
- Managing stress and pressure that comes with change and challenge
- Measuring your performance based on objectives, standards, responsibilities set and achieved
- Preparing for your development
- Action planning

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