

Executive PA Masterclass

1. Characteristics of a high performance PA

- Understanding the business
- Aligning company mission with vision
- Working in harmony with the vision
- Good Communicator
- Efficient, Flexible, discrete, pro-active

2. Digital Transformation

- Business Model Transformation.
- Process Transformation. How can you update your everyday business processes? ...
- Technology Acceptance and Perceptions and Attitudes Toward Technological Change
- Office Administration Technological Trends-The journey to present Technologies
 - The cloud
 - Process automation
 - Mobility
 - Contactless office technology
 - Document management

3. Success through Social Confidence Workplace Attitude

- Accelerating towards success
- Building Social Confidence
- Become confident in socializing in any setting
- Self-promotional presentation

4. Enhancing Your Managerial Potential & Workplace Etiquette

- Office Etiquette
- Business email etiquette
- Proper attire and dress code
- Etiquette and Language

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5. Building Strategic Partnerships with your Executive

- Understanding the EA's Objectives
- Discovering your executive's daily priorities
- Applying forward thinking in your strategic partnership
- Emotional intelligence-developing self-leadership behaviour

6. Blending in with the executives

- Developing the right skill-sets for an excellent Chief Executive Assistant
- Rules of successful delegation
- Increasing your leverage in the organization
- Working successfully with multiple leadership styles
- Prioritising demands of multiple executives

7. Managing your Executive's time

- Time management models for prioritising workload
- Effective email management and systems
- Diary management

8. Communication Skills

- Communicating the message
- Problem solving through win-win negotiations
- Dealing assertively with others without causing harm
- Essential preparation for dialogue in the perspective of the other party's interest

9. Making yourself the radiance of the corporate brand

- Building your personal brand
- Personal financial intelligence (first step to become wealthy)

FEES

The course attracts a fee of **USD 2,000** per delegate, inclusive of tuition, documentation, morning and afternoon teas/coffee, lunch and certification, and airport pick-ups and drops.