

COURSE CONTENT OVERVIEW

PA & Secretarial Skills

This PA and Secretarial Skills training course has been designed to help assistants understand their role more thoroughly so that they can perform efficiently and confidently at work.

Being a good assistant is much more than just being able to answer the phone or update a diary: assistants need to be brimming in confidence, communicate effectively, be incredibly organised, understand how to manage their boss and learn how to take minutes and write reports. This course looks at each of these vital areas in turn so that you can learn new skills, improve existing ones and learn more about being a successful personal assistant.

Module One: Introduction

This module outlines the attributes of a good assistant and explains how you can ensure that the first impression you give is strong, confident and self-assured. The module explains the importance of maintaining a professional image in order to represent the company you work for.

- Your role as a PA, secretary or assistant
- Maintaining a professional image
- Self-confidence
- Handshakes
- Being proactive

Module Two: Managing Relationships

This module looks at how you can manage the relationship between you and your boss so that you can work well together and understand each other's expectations. The module further looks at how you can use your role as an assistant to develop your interpersonal skills, trust and honesty and manage any confrontational situations should they arise.

- Managing your manager
- Working styles
- Expectations
- Emotional intelligence
- Interpersonal skills
- Learning on the job
- Feedback and appraisals
- Trust and honesty
- Conflict management

Module Three: Communication Skills

This module outlines the importance of good communication skills, including the use of body language and talking over the phone. The module also explains how to screen phone calls and take messages and ensure that you listen well in order to do your job more effectively.

- Communicating with your boss
- Body language
- Assertiveness
- Telephone conversations
- Screening calls
- Taking messages
- Making outbound calls
- E-mails
- Listening skills

Module Four: Writing Skills

This module details the necessity for good writing skills and shows how having a good grasp of grammar, punctuation and spelling can help to improve your professionalism. The module explains how to lay out various kinds of written work in the most professional way.

- Basic grammar skills
- Basic punctuation skills
- Writing letters
- Addressing envelopes
- Writing an e-mail
- Reports
- Social media

Module Five: Meetings and Minutes

This module outlines your likely duties in situations when your boss has a meeting, from organising the meeting room to preparing the agenda and sending out notifications. The module also looks at your role during and after the meeting, explaining how to take minutes effectively and how to write them up efficiently afterwards.

- Preparing for a meeting
- Finding a time in everyone's calendar
- Writing an agenda
- During the meeting
- Setting ground rules
- How to take minutes
- Shorthand
- After the meeting
- Writing up minutes

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Module Six: Time Management

This module highlights the importance of good time management skills, particularly when it comes to scheduling your boss' diary and ensuring that tasks are prioritised correctly. The module looks at the benefits of using a to-do list to stay organised and on top of your daily tasks.

- Effective time management
- Diary management
- Scheduling
- Prioritising
- SMART goals
- Using a to-do list
- Multitasking
- Deadlines
- Organisation
- Overcoming procrastination

Module Seven: Ergonomics

This module focusses more on the health and safety aspect of an assistant's role, looking at how your workstation should be set up so as to avoid ill-health and stress and explaining how the risks can be reduced. The module also looks at some basic office health and safety techniques.

- Potential injuries
- Display screen equipment
- Workstation set-up
- Reducing the risks
- Posture
- Working hours
- Office health and safety
- Stress management

Aims of the training

By the end of this course, learners will:

- Understand the role of a PA, secretary or assistant and the skills needed to fulfil the role.
- Have knowledge of good communication skills, including how to be assertive and listen well.
- Learn more about business writing skills.
- Recognise the different working and management styles to enable you to work better with your boss.
- Understand how to better your diary management, scheduling and time management skills.
- Have knowledge of how to organise a successful meeting.
- Learn how to write and layout minutes and a meeting agenda.
- Understand the importance of office ergonomics.