



The Association of Personal Assistants

Booking Helpline 0800 107 1030



This is a one-day course and is scheduled to run on the following dates:

Thurs 1<sup>st</sup> October 2009  
Location: Birmingham

Thurs 3<sup>rd</sup> December 2009  
Location: Leeds

Thurs 21<sup>st</sup> January 2010  
Location: London

Thurs 28<sup>th</sup> January 2010  
Location: Birmingham

Thurs 25<sup>th</sup> February 2010  
Location: Manchester

Thurs 25<sup>th</sup> March 2010  
Location: London

Dates and locations may change.

Price:

£375 + VAT APA Members  
£495 + VAT Non-Members

Cancellation conditions apply.

# PA Professional

Reaching new heights of skill, knowledge and expertise

## Advanced Level PA skills

Over recent years the role of the professional PA has changed dramatically; these days there are more messages - in a variety of ever faster formats, more immediate tasks to perform and even more stress, so it is important that a 21<sup>st</sup> Century PA is prepared for the unexpected and trained to handle all eventualities. The modern PA is expected to deliver excellent support and first class assistance. This course will help you formulate better working protocols, establish a great working relationship with your boss and your peers and set you on track for continuing professional development.

### Who should attend?

This course requires a minimum of 12 months current experience in the role of PA and will ideally suit candidates that are looking to a long term role in business management.

### Programme Content

- Re-defining the Role – What am I Here For?
  - ✓ Identifying the hot spots
  - ✓ Evaluating what works
  - ✓ Effectiveness v. Efficiency
  - ✓ Taking control of the office
- Board Performance
  - ✓ Corporate Governance
- Understanding Team Dynamics
  - ✓ Making the team work for you
  - ✓ Recognising your own limitations
  - ✓ Psychometrics – RGBY tools
- Managing Time
  - ✓ Goal Setting
  - ✓ Tailoring the tasks to ensure success is achieved
  - ✓ Procrastination and Time Bandits
  - ✓ Limiting Stress and unnecessary pressures
- Advanced Communication
  - ✓ Proposals, reports and presentations
  - ✓ Networking
- Ten Top Tips for PA Excellence

### Style & Duration

This is an intensive one-day course and participants will be working in groups on tasks and will have the opportunity to network with colleagues.

The course will start at 09.00 and finish promptly at 17.00. There will be a short lunch break during which a buffet lunch will be served. Any special dietary requirements should be notified in advance.

### Presenter/s & Locations

Specialist speakers, including Gareth Osborne, APA Director General, will be managed by APA Course Administrator, Faye Crisp, to meet local availability. APA only uses the highest quality, air conditioned and fully equipped training facilities. On occasions it may use partner facilities but these will meet its exacting standards.

## Module 1 of the APA Diploma

The Association of Personal Assistants Ltd  
Copper Beech House, Dog Kennel Lane, Royston, Hertfordshire, SG8 7AB.