

# retail business



## ESSENTIAL MANAGEMENT SKILLS FOR SENIOR P.A.S AND ADMINISTRATION PROFESSIONALS

**DURATION:** 2 days.

### OVERVIEW:

As P.A./E.A. you are a vital part of the team... As your manager relies on you more heavily to co-ordinate activities, control shifting priorities, administer the office and manage projects and people, you need to hone your management skills to increase your effectiveness and productivity.

These skills will not only help you gain more control of your role but will also increase the respect the team has for your contribution to its success.

### EXPECTED OUTCOMES:

This course will provide you with practical and immediately applicable management skills and tools to:

- Optimise your own effectiveness and productiveness and productivity; and that of the teams you support
- Perform your role confidently
- Maximise your value, by proactively contributing to the overall effectiveness of your department
- Manage your workload so you are working on things that add the greatest value

### CONTENT:

- Critical skills for effective management
- Developing effective communication skills
- Developing your assertiveness
- Effective time management
- Project management
- Managing other people
- Managing stress
- Spotting opportunities for professional growth
- Action planning for tomorrow