

Marion Fox presents

Professional Skills for Executive Personal Assistants



Achieving Professional Excellence

A participatory two day workshop for executive personal assistants as motivated professionals seeking increased responsibility, decision-making power and influence within their roles.

The key to success is excellent professional skills and creating a positive image. This workshop has been designed to enhance and fine tune those skills to exceed expectations.

**All participants will receive a
certificate of accomplishment.**

WORKSHOP DATES

Melbourne

3 & 4 May 2012

Brisbane

10 & 11 May 2012

Sydney

14 & 15 May 2012

Adelaide

21 & 22 May 2012

Darwin

24 & 25 May 2012

Strictly Limited Numbers

Participants have said....

“The focus on real life skills was great - would have loved three days!”

“Everything I was looking for and will be very useful for my Performance Agreement.”

“Marion is a talented presenter. The information on managing my boss will be invaluable.”

“This will help me to become an even more effective and efficient personal assistant”

“Great, entertaining, lively, interactive. Really appreciated the small group learning situation.”

Program Timetable

Registration & Coffee	8.30am	-	9.00am
Morning Tea	10.30am	-	10.45am
Lunch	12.30pm	-	1.30pm
Afternoon Tea	3.00pm	-	3.15pm
Happy Hour	5.00pm	-	6.00pm
Finish	5.00pm		

Breaks and lunch fully provided.

Workshop numbers are limited to 20 to permit meaningful interaction between the group and to allow Marion to give personal attention to individual needs

The course is suited to...

People already in the position and those preparing to move into the area. The workshop includes two major aspects: the tasks associated with the position and working with people.

- **Executive Secretaries**
- **Personal Assistants**
- **Senior Secretaries**

Develop your professional network among those from other organisations. Build skills for coordinating the office, personnel, and managers.

Outcome skills include:

- Defining the executive secretary role
- Recognising and using appropriate management skills to influence work flow
- Designing, implementing and evaluating office procedures
- Recognising and using basic teamwork and time management principles
- Communicating verbally, and in written form to all management levels
- Designing performance measures for job efficiency and effectiveness

Methodology

- Active participation by all group members to facilitate sharing mutually helpful hints and experiences
- Small group discussions
- Case study work
- Problem solving real work issues
- Training tapes
- Individual action plan
- Comprehensive reference materials to take away with you.

2 Day Program

Session 1

Role of the Executive P.A.

Create, develop and maintain systems and procedures, communication channels, feedback and follow up mechanisms to manage people and situations

- > Review of effective systems and procedures

Session 2

Communication Skills

The ability to relate to others and communicate effectively are the keys to success

- > Assertiveness
- > Listening skills
- > Non-verbal communication
- > Verbal communication
- > Conflict Management

Session 3

Ethics and Values

Central to the culture and flourishing of every organisation and individual - reaching the right balance for positive outcomes.

- > Ethical and unethical behaviour
- > Organisation values
- > Team values
- > Personal values

Session 4

Image

Image plays a powerful part in how you are perceived and how you behave

- > Self esteem
- > Self awareness
- > 'Career Killers'

Session 5

Stress Management

Identifying and managing stress puts you in charge

- > Physical & mental signs of stress
- > Tips for healthy stress reduction
- > Managing one's own stress and the manager's stress

Session 6

Time Management

Practical time management strategies are an immediate way to increase efficiency and motivation

- > How to work smarter rather than harder
- > Setting goals
- > Time wasters

Session 7

Business Writing Skills

Whatever you are writing you need to make sure that all documents can be clearly understood

- > Preparing emails and letters
- > How to sell a persuasive argument on paper
- > Preparing reports

Session 8

Managing Change

In today's fast moving organisations change is a constant that must be integrated into the PA role

- > Study of change models and change processes
- > Why people resist change
- > Characteristics of successful organisational change
- > Implementation of change

Session 9

Conclusion and Review

About the Presenter

Marion Fox has been conducting training and development programs for the past 20 years in both the public and private sectors in Australia and overseas.



Her impressive list of clients include public sector organisations, not-for-profits and major national and global organisations.

Marion regularly conducts the Executive Personal Assistants course for PICS in all Australian states and New Zealand. Participant's course evaluations are consistently in the excellent range and express enthusiasm for Marion's ability to impart practical information, solve problems and renew energy and motivation.

Marion's workshops are based on real life experience, sound adult learning principles, relevant skills and pertinent knowledge. These workshops have proven consistently popular with senior secretaries and personal assistants. Participants go away with day-to-day information and new approaches for both business and private life.

Qualifications

- Bachelor Behavioural Sciences
- Post Grad. Dip. Applied Psychology
- Certificate IV in Workplace Training and Assessment 2007

Professional Skills for EPA's WORKSHOP 2012

VENUES

MELBOURNE

3 & 4 May 2012
THE SEBEL MELBOURNE
394 Collins Street
Melbourne Vic 3000
Tel: (03) 9211 6604

BRISBANE

10 & 11 May 2012
MERCURE BRISBANE
85-87 North Quay
Brisbane QLD 4000
Tel: (07) 3236 3300

SYDNEY

14 & 15 May 2012
QUAY WEST SYDNEY
98 Gloucester Street
The Rocks, Sydney 2000
Tel: (02) 9240 6000

ADELAIDE

21 & 22 May 2012
SEBEL PLAYFORD ADELAIDE
120 North Terrace
Adelaide SA 5000
Tel: (08) 8213 8888

DARWIN

24 & 25 May 2012
CROWNE PLAZA
32 Mitchell Street
Darwin NT 0800
Tel: (08) 8982 0000

Registration and enquiries, please contact:

Jill Moor - P.I.C.S.
PO Box 1040
Hawthorn, Vic 3122
T: 03 9835 8900
F: 03 9835 8999
E: registrations@pics.com.au

Register Online:
www.pics.com.au

PERFORMANCE
IMPROVEMENT
CONFERENCES &
SEMINARS

P i C S
www.pics.com.au

Fee: The registration fee, including GST, is \$1595 per attendee including lunches, refreshments and workshop papers. For groups of three or more from the same organisation the fee, including GST is \$1485 per attendee.

Registration: Register online at www.pics.com.au or forward the completed registration form by fax, post or email to secure your place. Payment must be made prior to the workshop

GST: Fees quoted include 10% GST. Registered entities will be able to claim an input tax credit for GST charges on taxable supplies made by PICS. It is the responsibility of those entities to assess their eligibility for any such tax credit.

Payment: On receipt of your registration a GST invoice will be issued by PICS. Payment may be made by cheque payable to PICS, credit card, or electronic transfer.

Cancellations: Should you be unable to attend, a substitute attendee is always welcome at no extra charge. Alternatively, we shall make full and prompt refund for cancellations received fourteen days prior to commencement of the workshop less a 20% administration fee.

If accommodation is required it may be booked privately at the conference hotel. Ask for the conference discount:

MELBOURNE	The Sebel Melbourne	(03) 9211 6604
BRISBANE	Mercure Brisbane	(07) 3236 3300
SYDNEY	Quay West Sydney	(02) 9240 6000
ADELAIDE	The Sebel Playford Adelaide	(08) 8213 8888
DARWIN	Crowne Plaza Darwin	(08) 8982 0000

REGISTRATION FORM

PICS ABN: 15 062 943 766

One form per person.
Photocopy if necessary.

Professional Skills for EPA's

Please complete and return with your payment to PICS as soon as possible. Registration Fees are payable in advance.

Surname _____

First Name (for badge) _____

Position _____

Company Name _____

Address _____

City _____ Postcode _____

Tel () _____ Fax () _____

Email _____

I wish to attend: MELBOURNE BRISBANE SYDNEY ADELAIDE DARWIN

CHEQUES PAYABLE TO P.I.C.S. OR CHARGE TO:

VISA MASTERCARD AMEX DINERS

Account Number _____

Name (Please Print) _____ Expiry Date _____

Authorised Signature _____ Authorised Amount _____

PICS is 100% Australian owned and managed

In the event of unforeseen circumstances, PICS reserves the right to substitute other speakers or otherwise amend the program as necessary.