



**PROUDLY PRESENTS**

## **Management Workshop for PAs**

**(Note: it is recommended that participants arrange with their executives to attend the final afternoon of the workshop with their PAs to obtain understanding and acceptance of the outputs of the workshop)**

### **What's in it for you?**

In many enterprises, PAs provide an invaluable service by leveraging the productivity of the executives they serve. But, in many others, PAs are grossly underutilised because the job is ill-defined and executives fail to use the considerable skills that many PAs possess.

This workshop will provide your PAs with a full knowledge of what the job should be, how they can enable their executives to make the best use of them and how to create rewarding, highly productive, mutually beneficial relationships with them.

In addition, each participant will leave the workshop with a draft performance contract and scorecard containing performance standards for the overall job and every important area of its work; for approval by their executive(s).

The bottom line benefit is more productive executives and happier, more productive and more focused PAs.

### **Who should attend?**

Any person who provides administrative support to individual or groups of executives.

### **What are the objectives of the workshop?**

To provide PAs with an in-depth understanding of the purpose and functions of the job of PA, a draft performance contract and scorecard for their own specific job that optimises the service they provide to their executive(s), and the ability and desire to negotiate acceptance of these documents, resulting in improved job satisfaction for the PA and improved delivery by the executive(s).

### **Content**

 Introduction to the role of Personal Assistant:

- The Purpose of the job.
- The Place in the enterprise.
- Knowledge of business generally and the enterprise in which you work.



- 👤 Professionalism:
  - Competence, Reliability, Honesty, Integrity, Confidentiality, Respect, Self-improvement, Positivity, Support for others, Work-focus, Accountability, Listening, Social skills, Self-regulation.
  
- 👤 The job in detail:
  - Highly individualised, clarified by discussion, negotiation, and clear accountability.
  
- 👤 Develop a personal performance contract :
  - Enterprise values, Job mission, Key Performance Indicators, Critical Performance Indicators, and Assignments.
  
- 👤 Develop a personal performance scorecard:
  - KPIs, CPIs, assignments, scoring, identifying shortcomings, corrective action plans including training.
  
- 👤 Discussion of Issues:
  - Private work for executives.
  - Ad hoc jobs for executives.
  - Living company values.
  - Misuse of power.
  - Sexual harassment.
  - Boundaries for expectations.
  - Delegating (including gaining understanding and acceptance).
  - Telephone manners.
  - Others raised by participants.
  
- 👤 Action Plans
  - What they are.
  - How and when to write them.
  
- 👤 Self-evaluation
- 👤 Templates and examples

**Each workshop includes the vital skill of Action Planning!**

This workshop is one of the building blocks of the world-class

**T<sup>3</sup> Leadership/Management System**

A fully integrated system to run any enterprise, including hard and soft skills.



## **General Information**

**Price:** Prices to be provided on request

**Duration:** One day

### **Kindly Contact:**

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