

PA's of EXCELLENCE

Training and Development
for 21st Century PAs

CORPORATE DIAMOND MASTERCLASS II

'Raising your Game through Performance'

Thursday 4th August 2011

**etc.venues, One Drummond Gate, Victoria, London, SW1 2QQ
1000 – 1700**

The Corporate Diamond Masterclass II is designed exclusively for Personal Assistants and Executive Assistants by the premier training company PAs of Excellence Ltd. The Masterclass is for Executive & Personal Assistants with a minimum of 5 years experience who wish to increase their skills and knowledge and personally evolve within their role.

Aim of the Masterclass:

This interactive workshop will give you the opportunity to share your skills, knowledge and best practice with Executive & Personal Assistants from other organisations.

Objectives:

- Increase your understanding of management and how you can contribute
- Develop additional time management techniques
- Explore ways of managing upwards and how to overcome difficulties and challenges
- Self assessment of your strengths
- Improve your communication and listening skills
- Gain deeper understanding of your personal brand

Session:

This Masterclass will be a workshop where all the delegates participate in a management task scenario which will take you through a process throughout the day. It will encompass time management, communication and listening, strengths and weaknesses, how to delegate effectively and the effect your personal brand has in the workplace. You will work together in groups and emphasis will be on how to resolve the management task issues and challenges that are a reflection of modern office life.

Learning Outcomes:

- Confidence to support resolving workplace issues.
- Understanding of key managerial skills and how to apply them to support your Manager
- Refinement of your communication and listening skills
- Development of time management techniques
- A greater understanding of personal strengths and the impact of your brand with strategies to maximise the positive

Your Trainers:

Rosemary Parr, former Executive Assistant to BT's Chairman and now a CIPD qualified L&D Practitioner, coach and public speaker. Rosemary has trained and worked with Executive & Personal Assistants in the UK, Ireland, Spain, Australia, Jakarta, Manila, Bangkok, Mauritius, Dubai, Shanghai, Hong Kong and Saudi Arabia. She is passionate about the importance of training and development and the effect it can have on motivation and productivity.

Sue Stokell is a trainer with over 25 years experience who has won awards for her extremely effective training style. Sue has been working successfully with SMEs for over 25 years in an advisory and training capacity relating to business practice, marketing strategy, promotion and personal branding. She is an accredited independent advisor on Business Link projects and invited to speak at business networking events.

Price: Non-member price is **£450**.
Global PA Network Platinum & Silver member price is **£395**.
Platinum & Silver Members will receive CPD points (continuing professional development) which can be added to your performance appraisal. You will also receive a Certificate of Attendance.

Discount applies for 2 or more delegates and for not for profit organisations.

Payment Terms: Payment to be made prior to the date of Masterclass. Invoice, BACS or via www.globalpanetwork.com
Please note Terms & Conditions of booking apply.

Please contact: enquiries@globalpanetwork.com or
Call Claire on 07759 927257/0845 257 4804

Benefits for your Manager:

- Results in improved performance of the learner
- Training & Development of employees leads to increased productivity and motivation
- Feedback from the training assists in measuring effectiveness within the role for performance appraisals
- Learner will develop additional knowledge and skills
- Increases their ability to take on additional responsibility

Benefits for Delegates:

- Knowledge sharing with peers
- Opportunity to be engaged and inspired
- Increased confidence to bring in new working practices
- Learn new skills, tools and techniques
- Increase motivation and enthusiasm for your role
- Personal Development will encourage your career progression

Testimonials:

'I attended the Communications Workshop in London and came away from it feeling refreshed, more confident and motivated in my work. I am smiling more, have changed my answer phone message to sound more professional, and have more pride in my work. Both Rosemary and Sue were excellent trainers and really took their time to speak to everybody on the course to offer individual advice.' **Holly Harris - Executive Assistant to David Wilde - Chief Information Officer Westminster City Council**

"The day was productive for me particularly with regard to listening skills and personal branding. The venue was conducive, it was good to network and at no time did I feel as though the trainers were going to make me nod off!" **Heather Whitmore MIPA, PA to the Chief Executive - Action on Addiction**

"It was an impressive training session which hit upon some important aspects of behaviours in the office. We were introduced to a number of tips which could significantly raise the PA's profile." **Annie Mundy - Institute for War & Peace Reporting**