

## **CORPORATE DIAMOND III MASTERCLASS**

**Thursday 27<sup>th</sup> January 2011**  
**0930 - 1630**

**Millennium Hotel Mayfair, Grosvenor Square, London W1K 2HP**

Due to popular demand we are delighted to announce the launch of our Corporate Diamond III Masterclass on Thursday 27<sup>th</sup> January 2011. This Masterclass has been written specifically in response to the key findings of the research the Global PA Network conducted in partnership with Kingston University Business School in 2009. We recognise that the scope of the Executive PA role has broadened and is becoming more challenging. This Masterclass will focus on 3 specific topics that will develop your confidence and self belief and offers tools and techniques to become more proficient within your role.

**The following topics will be covered:**

**Negotiation & Influencing Skills, The Sky's the Limit – how to attain top performing Executive PA roles, Managing an Event with Style & Charm!**

**Course Details:**

Learn to **Negotiate and Influence** with confidence and overcome awkward situations. Do you feel challenged in difficult work situations and do not always know how to respond? Would you like to better understand how to engage the skills of negotiation and persuasion to manage situations and ease the pressure on your boss?

**Negotiation and Influencing** techniques are skills that can be learnt, practised and developed. These abilities can change the outcome of any given situation and move a key relationship or situation to a more effective level of rapport. Negotiation means that both sides work together and each party tries to see things from the other's perspective.

**You will learn:**

- To listen carefully
- Clarify issues
- Identify areas of common ground
- Understand outside forces that may affect the problem
- Learn to say 'no' and discover assertiveness techniques

Working in groups you will be challenged with a situation that requires you to put into action the skills you will learn at this Masterclass. The exercise will give you the confidence to perform more effectively in any given situation at work with the added benefit that you can teach these skills to members of your own team.

**‘The Sky’s the Limit’** – how do you get that elusive role as an Executive Assistant or Executive PA to a Chairman or top CEO? This session will be hosted by Rosemary Parr, a former Chairman’s PA, who will give insights into what is required to attain those elusive top roles. You will discover tools and techniques and explore case studies of top performing PAs and how they manage the challenges of discretion, work pressure, ‘the lonely at the top’ feeling, but always remain loyal.

### **Manage a Successful Event with Style!**

The third part of this Masterclass will focus on **Event Management**. Personal Assistants are increasingly being asked to manage events alongside their every day role but question if they have the necessary skills to do so. This session will support you to develop the skills necessary to manage an event and offer tips on how important your personal brand is in doing so.

#### **You will learn:**

- Management tools to liaise with the wider team
- Forward planning and establishing a project plan
- Organisational skills to build the wider team of support
- Breakdown into detail an event management plan

Our Corporate Diamond III Masterclass will be hosted by **Rosemary Parr**

#### **Who should attend:**

Personal Assistants, Executive Assistants, Senior Secretaries, Project & Event Managers.

#### **Testimonials:**

*Thank you so much for the Masterclass. It was the best course I have ever been on and I learnt loads". Fran, Southampton General Hospital*

*'This is to say thank you for a very stimulating day in a really conducive environment. I very rarely do training courses and this one really hit the spot in terms of making me step out of my role and see how I can improve for my own sake and for those around me. With the help of the skills learned I hope I can build on my role and create the boundaries I need in order to thrive'. Louise, Urenco*

*“Attending Rosemary’s Masterclass proved to be both rewarding and enjoyable – the course content was varied and of a high standard, but entertaining at the same time. Lots of food for thought and pointers to use when involved in problem solving/coaching, assessing your career path and finding out how others see you! A valuable course for any PA/Secretary who is at the sharp end!” Val - Anderson Anderson & Brown LLP*

*“I just wanted to say a big thank you to Rosemary for putting on such a super training workshop. It was good fun and I learnt a great deal and will use the new skills learnt on my return to work”. Carole, Mott MacDonald*

**Cost of workshop:** Non-members price is **£395**  
Global PA Network member price is **£350**

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

**Payment Terms:** Payment to be made prior to the date of Workshop Invoice, BACS or via online payment at [www.globalpanetwork.com](http://www.globalpanetwork.com)  
Please note Terms & Conditions of booking apply.

**Membership:** By booking on this Masterclass you have the opportunity to take up half price Platinum (£42.50 from £85) or Silver Membership (£32.50 from £65).  
Platinum & Silver membership entitles you to CPD points and a Certificate of Attendance for the Masterclass.

**Please contact:** [enquiries@globalpanetwork.com](mailto:enquiries@globalpanetwork.com) or  
Call Claire on 07759 927257/0845 257 4804

### **Benefits for your Manager of PA training and development**

- Improved performance
- Development of employees' knowledge and skills
- Increased confidence and motivation
- Become more proactive and assertive
- Increased ability to take on additional responsibility

### **Benefits for Delegates**

- Knowledge sharing
- To be engaged and inspired in a collaborative environment
- Learn new skills and manage workloads effectively
- Increased motivation and enthusiasm for your role
- Career path advice through mentoring by the trainers on the day
- Follow up 1:1 mentoring call