

GLOBAL PA TRAINING

'Learn to Negotiate & Influence and Manage a Successful Event with Style'

Thursday 25th November 2010
0930 - 1630
Central London

- Do you sometimes feel challenged in difficult situations at work and do not know how to respond?
- Would you like to learn more negotiation and persuasive skills to manage situations and ease the pressure on your boss?
- As a Personal Assistant are you frequently asked to organise company events but question if you have the correct skills to do so?

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

Rosemary Parr of Global PA Training will lead on this session. Working in groups you will be challenged with a situation that requires you to put the skills you will learn at this Masterclass into action. The exercise will give you the confidence to perform in any given situation at work. The added benefit is that you can teach these skills on to members of your own team.

Manage a Successful Event with Style!

The second part of this Masterclass will focus on **Event Management**. Personal Assistants are increasingly being asked to manage events alongside their PA role but question if they have the necessary skills to do so. Our lead trainer, Sue Stokell who has over 20 years as an expert trainer will teach you 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 and Sue Stokell**.

Who should attend:

Administrators, Secretaries, Personal Assistants, Executive Assistants and Project and Event Managers. Administrators.

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
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 or
Call Claire on 07759 927257

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 with Rosemary Parr