

11th Training Programme on

Behavioural Skills for Executive Assistants/Secretaries

15-16 December 2022 (Thursday & Friday), New Delhi

Executive Assistants / Secretaries, Office Secretaries, Administrative Professionals and Executive PAs need to work in the highly demanding and challenging work environment. More than basic office management, their role includes a greater insight into how an organisation runs at a senior level. They are frequently required to supervise others and take charge of challenging tasks. They communicate across levels within the organisation including top management, external clients, vendors and senior professionals. Frequently, they act as a vital link between the top executive and various departments.

Programme Objectives

To be more effective and efficient, apart from business skills, there are certain behavioral skills required by Executive Assistants, Office Secretaries, Administrative Professionals and Executive PAs. These skills make them more proactive and enhance their contribution to the organisation. This programme is especially designed in view of the continuous requests from the industry. The training will provide an opportunity to review and develop interpersonal and behavioural skills of the participants and maximise their effectiveness.

Programme Content

The training programme will offer Executive PA Skills required working at a senior level:

- Managing Pressure and Conflicting Demands
- Influencing Skills gaining support and cooperation of others
- Communicating with Stakeholders
- Being Resilience
- Planning, Prioritising & Monitoring
- Maintaining Confidentiality
- Managing Human Relations

Programme Benefits

The training programme offers following learning benefits:

- Become more proactive
- Handling work stress and conflicting situations
- Identify ways to expand your managerial skills
- Have more control over your time and work output
- Use communication as a tool to achieve results
- Build effective working relationships
- Develop skills to manage organisation's image
- Self Development

Participation Fee

Rs.18500/- per participant + 18% GST. 10% discount for AIMA Members and for 2 members or more from same organisation

Contact for Registration

Saumya Singh, Deputy Director, All India Management Association, 15, Link Road, Lajpat Nagar III, New Delhi-110024, Tel: 011-47673010 (D), Cell: 9810475327

Email: saumya@aima.in www.aima.in