

10TH Training Programme on

Behavioural Skills for Executive Assistants/Secretaries



**22-23 September 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.

About AIMA

The All India Management Association (AIMA) is the apex body for management in India with over 38000 members and close to 6000 corporate / institutional members through 67 Local Management Associations affiliated to it. AIMA was formed over 60 years ago and is a non-lobbying, not for profit organization. It works closely with industry, Government, academia and students, to further the cause of the management profession in India; and is represented on a number of policy making bodies of the Government of India and national associations. AIMA brings to the Indian managers, the best management practices and techniques through numerous foreign collaborations with professional bodies and institutions.

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
- Effective Management of Client Relationships
- Managing Human Relations
- Achieving Service Excellence
- Planning, Prioritising & Monitoring
- Decision Making
- Maintaining Confidentiality

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

Participation Fee

Rs.18500/- per participant + 18% GST. **10% discount** for AIMA Members and for 2 participants or more from same organisation, AIMA Vice Chancellors Council Members are eligible for 10% discount.

Contact for Registration

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