

Two Days Training Programme on

Behavioural Skills for Executive Assistants/Secretaries

Feedback of past trainings

<https://www.facebook.com/groups/1858013174428405/permalink/2407548456141538/>

AIMA EA Trainees

Trainings Held

- 1st – 26-27 November 2015
- 2nd – 25-26 February 2016
- 3rd – 2-3 June 2016
- 4th – 20-21 October 2016
- 5th – 25-26 May 2017
- 6th – 24-25 May 2018
- 7th – 22-23 November 2018
- 8th – 27-28 June 2019
- 9th – 27-28 February 2020
- 22nd – 23rd September 2022
- 15th – 16th December 2022

AIMA has conducted in-house training on the subject for organisations like –

- GMR Group and
- PowerGrid Corporation



Participants

The training programme is for administrative professionals, including Executive Assistants, Office Secretary and Executive PA, Secretaries or other members of the administrative support staff who need to expand their skills so they can better support their manager/s and organization.

Duration of the Training

Two days (0930hrs to 1730hrs)

Location of Training

AIMA training office, Lajpat Nagar-3, New Delhi-24

Training Objective

Apart from technical skills, there are certain behavioral skills required by EAs, Secretaries, Administrative. These skills make them more proactive and enhance their contribution to the organization. The training will provide an opportunity to review and develop interpersonal and behavioural skills of the participants and maximise their effectiveness.

At the end of the training the participants are more appreciate of their roles and enhanced self- confidence, its an opportunity for them to interact with others in the profession and create their own network.

Delivery Methodology

- This intervention is designed to help the Participants learn through a variety of formats: classroom lectures and presentations, Case discussion and experience sharing.
- The Programme will be conducted in a very open, participative and collective learning format encouraging active interaction and total involvement of the Participants.

Action Plan

- Nomination confirmation
- Pre Training Survey will be conducted with the participants
- Training content is customized based on the inputs received from the participants
- Training Delivery
- Feedback
- Certificate of Participation to each participant



Training Content Outline

- The training programme will offer skills required for working at a senior level:
- Managing Pressure and Conflicting Demands
- Influencing Skills gaining support and cooperation of others
- Managing Human Relations
- Communicating with Stakeholders
- Effective Management of Client Relationships
- Achieving Service Excellence
- Planning, Prioritizing & Monitoring
- Decision Making
- Aligility
- Work –life integration
- Maintaining Confidentiality



Organizations Participated

ABP NEWS NETWORK PVT. LTD.	National Buildings Construction Corporation Limited	
AIRBUS Group India	National Engineering Industries Ltd	
All Cargo Logistics	National Safai Karamcharis Finance & Development Corp	
APCO Worldwide	Nipro Glass India Pvt. Ltd.	
Bank of Baroda	Novozymes South Asia Pvt. Ltd.	
Bosch	Numaligarh Refinery Limited	
Catholic Syrian Bank Ltd.	Oil India Limited	
CDOT	ONGC Tripura Power Company Ltd.	
Convenient Construction & Consultancy Pvt Ltd	Philips India Limited	
Corning India	Rapid Metrorail Gurgaon Ltd	
C&S Electric	Renault Nissan Automotive India Pvt. Ltd.	
DCM Shriram	Reserve Bank of India	
DDB Mudra Private Limited	Roca Bathroom Products Private Limited	
Delhi Metro Rail Corporation Ltd.	SAGE Publications India Pvt Ltd.	Fresenius Kabi Oncology Limited
Endurance Technologies Private Limited	Sara International Pvt.Ltd	BML MUNJAL UNIVERSITY
Engineers India Limited	Satyajit Ray Film & Television Institute	Select Synergies And Services Pvt. Ltd.
Ferring Pharmaceuticals Pvt. Ltd.	Sify Technologies Limited	HUDCO
Fidelity Investments	Silver Skills	Modelama Exports Private Limited
GAIL	SKI Carbon Black (India) Pvt. Ltd.	Indian Oil Corporation
GMR Group	SOS Children's Villages India	HPCL
Hannover-Re	Supreme	Flipchart
Heubach Colour Pvt. Ltd	Security Printing and Minting Corporation of India Ltd	Triveni Turbine Ltd.
India First Life	TATA Business Support Services Ltd.	Select Holiday Resorts Private Ltd.
Indian Hotels Company Limited	Thales Group	
Indian Register of Shipping	Tata Power Company Limited	
Indraprastha Apollo Hospitals	The Gem & Jewellery Export Promotion Council	
Institute of Chartered Accountants of India	Institute of Company Secretaries of India	
Jacobs Engineering India Pvt Ltd	The Oberoi Udaivilās	
JSW Energy	UFLEX	
Light Ray Advisors LLP	UTTAM SUCROTECH	
Mahindra Defence Systems Limited	VLCC Wellness Health Care Ltd.	
Max Life Insurance Co. Ltd	William E Connor & Associates Sourcing Pvt Ltd	
MetLife Global Operations Support Center Pvt Ltd	YES BANK Limited	
MRPL	YUM	
Multiples Alternate Asset Management Pvt. Ltd.	Zee Entertainment Enterprises Ltd	
	Zuari Global Ltd	

Profile of the Participants

Additional Senior Officer - Steno
Admin Manager
Administrative Assistant
Assistant Director
Assistant Director, Directorate of Professional Devp & Perspective Planning
Assistant Executive
Assistant Finance
Assistant Manager
Assistant Manager, Rolling Stock
Assistant Personal Secretary
Assistant to MD
Assistant to
SVP & GM – India & Asia
Asst. Manager - Secretarial & Admin
Confidential Secretary-ED(Personnel)
Dy. Manager (H.R. & Admin.)
EA to MD
EA to Medical Director
EA to the President & MD
EA to the President and Office Manager
EA to Vice-Chairman & Managing Director
EA to VP-HR & COO
Executive Assistant
Executive Assistant – Personal Health
Executive Assistant - VP & Site Leader (GOSC Noida)
Executive Assistant - VP Sale & Marketing
Executive Assistant & Manager Admin

Executive Assistant to AVP- Marketing
Executive Assistant to CEO & MD
Executive Assistant to Deputy MD
Executive Assistant to Director Finance & Commercial Operations
Executive Assistant to Founders & Vice Chair
Executive Assistant to MD & CEO
Executive Assistant to SG/ Assistant Director
Executive Assistant to V.P- Commissioning
Executive Assistant
Executive Assistant, Sales Marketing
Executive Assistant, Government Banking
Executive Officer
Executive Secretary & Admin Incharge
Executive Secretary to Chairman
Executive Secretary to Director (Technical)
Junior Officer, Assistant , Sr. Vice President (Head HR-JSWEL)
Liaisoning Officer /EA to Director
Manager ED Office
MD & CEO's Office
Office Manager
PA To CFO
PA To Chairman And Chief Creative Officer
Personal Assistant
Private Secretary (SU)
Private Secretary Gr A
Private Secretary to Director

PS Grade 'A'
Secretary & Office Admin, MD's Office
Secretary to General Manager
Secretary to GM (Commercial & Legal)
Secretary to Managing Director
Secretary to MD & CEO
Secretary to President & CEO
Secretary to Senior vice president
Senior Administrative Assistant
Senior Executive, Corporate
Senior Manager & Secretary to General Manager (Govt. Business)
Senior Manager (EA), Marketing & Corporate Communication
Senior Officer- HR
Specialist -EA to CFO
Sr Associate
Sr Asstt (HR)
Sr Manager
Sr Officer, MD Office
Sr Personal Assistant
Sr Staff Officer
Sr. Assistant
Sr. Executive - Administration
Sr. Executive Secretary
Sr. Steno - typist
Staff Officer
Supervisor

Participants from across India

Aurangabad

Bangalore

Bhopal

Bhuj

Chandigarh

Chennai

Golaghat

Gurgaon

Indore

Jaipur

Kolkata

Meerut

Mumbai

New Delhi

Noida

Numaligarh

Mangalore

Porbandar

Ranchi

Rajkot

Sahibabad

Thrissur

Udaipur

Vadodara



Faculty of the Training – Ms Madhu Sharma

- Certified Master Trainer by MEPSC, under NSDC
- AIMA Certified Trainer
- Trained Psychometrician from British Psychological Society, UK.
- Certified Career Counselor
- Certified in Competency Assessment from TV Rao Learning System, Ahmedabad
- She was Head Training for PVR Limited
- Cumulative experience of 30 years in research, teaching, training & consulting
- As AIMA trainer she has conducted trainings at BIRAC, DRDO, DGH, TRL Kosaki, EIL, DMRC, HPCL, Nippo Glass, NRL, DIMT, GMR
- Conducted range of behavioural trainings and women related issues training for :
 - CRPF
 - Mahila battalion at Ajmer Group Centre
 - Inspectors to Head Constables of Delhi Police, Women Help Desk in all Police Stations in Delhi , Delhi Traffic Police
 - Delhi Judiciary Academy
 - Haryana, Institute of Public Administration
 - Postal Staff College of India
- Conducted a training program for women professionals on Leadership Skills, sponsored by Women's Federation, a sister concern of United Nations in Sydney, Australia
- She has conducted 4 trainings for EA & Secretaries in the past

12th Training Programme on
Behavioural Skills for Executive Assistants / Secretaries

 25th-26th, May 2023

 AIMA, New Delhi

Register Now

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Thanks!

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