

13th Training Programme on

Behavioural Skills for Executive Assistants/Secretaries

23rd -24th Nov 2023 (Thursday & Friday), Bangalore

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. The training will provide an opportunity to review and develop the interpersonal and behavioural skills of the participants and maximise their effectiveness. This training has evolved over the years, incorporating inputs from our participants of earlier trainings.

Programme Content

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

- Emotional Intelligence
- Managing Pressure and Conflicting Demands
- Influencing Skills , Gaining cooperation of others
- People Management Skills
- Communicating with Stakeholders
- Achieving Service Excellence
- Decision Making
- Develop Resilience
- 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
- Self Development

Participation Fee

Rs.18500/- per participant + 18% GST. 10% discount for AIMA Members and for 2 members or more from same organisation (It's a non-residential training)

Contact for Registration

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