



Advanced Intelligence 21st Century Executive Secretary & PAs

**Skills, Tools and techniques to take challenges,
Target and Improve Management Skills**

- ▶ **Date & Venue:**
25 April-2017 Movenpick Hotel Karachi
28 April-2017 Royal Palm Lahore
- ▶ **Timings:** 9:00 am to 6:00 pm
- ▶ **Workshop Investment:** PKR 35,000/-



Course Facilitator: MICHELE THWAITS

Course Overview:

Secretaries, PAs and Administrative professionals need to overcome obstacles in achieving organizational goals yet have no formal authority over other people.

This course is designed to help with developing the PA in becoming more of a strategic business partner to their executives. PAs will learn how to develop strategic skills in partnering with their boss and learn to take on more responsibility and manage their time and work productivity, more effectively and efficiently.

This 1-day Advance Intelligence course is interesting and challenging for all PAs, Senior Administrators and Administrative Assistants.

They will encounter realistic case studies, problem solving exercises and practical skills to develop their skills.

By attending this training you will master various techniques for effective goal setting, prioritizing, planning, decision making, and relationship building and listening. You will be able to communicate confidently and assertively by developing your ability to use power and authority.

Key Benefits Of Attending

- Anticipate your manager's needs
- Earn your manager's respect and be taken seriously
- Proactively obtain what you need from others to effectively handle your job and achieve your manager's goals
- Positively act on and make decisions with authority
- Confidently represent your manager
- Stand out as a valuable professional resource by your manager and others
- Develop a trusting relationship with your manager
- Successfully partner with multiple managers and other office professionals
- User your time more effectively and efficiently

Who should attend?

- Corporate Secretary
- Personal Assistants
- Secretaries
- Executive Assistants
- Administrative Assistants
- Office Managers
- Assistant Manager, Line Manager, In charge, Supervisor
- HR Officer, HR Coordinators
- HR Executives
- Personal Secretary
- Senior administrative support staff,
- Executive secretaries,
- Administrative Assistants, staff
- Assistants and Executive Assistants.

Course Content:

STRATEGIC SKILLS TO EFFECTIVELY PARTNER WITH YOUR BOSS MANAGERS & CLIENTS

Session 1

DEFINING THE STRATEGIC PARTNERSHIP

- Identify the characteristics of effective partnering with your boss and use these features to create a positive partnership

Session 2

DEVELOPING A TRUSTING RELATIONSHIP WITH THE BOSS

- Adapt methods to complement the boss's preferences by completing a self-evaluation exercise and creating a blueprint for change

Session 3

PLANNING SKILLS TO ANTICIPATE AND PROACTIVELY SUPPORT THE BOSS

- Choose and apply the active listening skills that allow you to anticipate the boss's needs by completing a communication assessment and enacting a listening skills role play

Session 4

WIN-WIN NEGOTIATION AND PROBLEM SOLVING SKILLS

- Understanding the purpose of negotiation
- How to communicate through conflict
- Enhancing your critical thinking skills
- Practical problem-solving techniques

Session 5

EXTENDING THE PARTNERSHIP

- Define and integrate your personal power bases by revisiting trust...and by completing a "power-base planner"

Session 6

ALIGN AND EXPAND YOUR PARTNERING RELATIONSHIP

- Use influencing and persuasive communication skills in planning and delivering a business case presentation

Session 7

PROJECT MANAGEMENT ESSENTIALS

- Understanding the project management process
- Using a Work Breakdown Schedule (WBS)
- Creating a timeline event plan
- Effective event management tips and techniques



Course Facilitator:

Michele Thwaits

Facilitator | Speaker | Author | Coach and Mentor

She has had the privilege of working with audiences all over the world.

She received her certification as a Life Coach and completed training as an NLP Practitioner in 2010 and received her certification as Facilitator, NQF Level 5 in 2016.

Michele is owner of Empowered 4 Success and a sought after presenter, facilitator, author, coach and mentor. Since 2006 she has had the privilege of working with audiences through training and speaking engagements worldwide.

She received her certification as a Life Coach and completed training as an NLP Practitioner in 2010 and received her certification as Facilitator, NQF Level 5 in 2016.

Michele is a Director of PAN-SA (Platinum Assistant Network, South Africa, a member of PAFSA, was a finalist in the Office Professional of South Africa competition in 2006/2007, recipient of the PA Summit Chrystal Award in 2011 and finalist in the PA of the Year 2013, member of the IYOTSA 2014 task team, member of Academy of Excellence and served as President of PAFSA 2015/2016. She is part of the Isipho Admin Bursary team and coach to the students during their year of study.

She has published many articles in the A-Z of PAs and Office Managers magazine, Career Success, InTouch newsletter (PAFSA), Executive Secretary Magazine (UK), NAHPA (UK) and African PA Magazine (Kenya) and has been profiled by Exceptional EA (Vancouver).

She is currently in the process of writing her first book "Executive Secretary guide to Communication".

TESTIMONIALS:

Sangeetha Silvaratnam

Conference Manager, FDB Events Pte Ltd

"Michele is a wonderful person. She conducted our 2 day Advanced PA workshop in KL recently, and received excellent feedback from the delegates. She immediately agreed to step in when I was urgently looking for a replacement trainer for this course. A million thanks to her for that! The best part about the training was that it was very interactive and delegates managed to gain so much from her many years of experience. She is not just a fantastic trainer, but also a very friendly and joyful person. A very positive and vibrant individual!"

Joseph Mathenge

CEO ABMC International Limited, Kenya

Michele Thwaits is an exceptional, highly experienced and motivational trainer for Executive Personal Assistants and Secretaries across the globe. She's held high level positions and roles at the highest level and this gives her a cutting edge in experience in the Executive Personal Assistant industry, where ABMC International has worked with Michele in our various conferences in East Africa and we highly recommend her expertise and delivery in subject matter as an authority expert as we continuously looking forward to work with upcoming modules and training programs.

Winnie Kamuya

CEO International Renaissance Centre, Kenya

Michele Thwaits was a guest speaker and also presented on planning career development during the 2015 Personal Assistant of the year Award™- Africa and symposium. Her workshop was very well received and participants observed that she was knowledgeable, well-prepared, responsive to their questions and able to hold their interest. Her own career experiences and those of others she has coached provide wonderful learning examples that the audience could connect with. She has excellent listening skills and was very capable integrating participant's comments into a productive and rewarding discussion.

Debbie de Jager

Founding partner of the John Maxwell Team South Africa

"Michele's true worth as a PA can be seen in her confidence to share her knowledge with other PAs. Because of her passion for life and people, she goes the extra mile to improve the lives of others. As a speaker and trainer, she moves her audiences into action and motivates them to the best they can be. It is with pleasure that I recommend Michele as a PA, as a trainer and a speaker."

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Professional Administrative Skills

Workshop By Quickbiz on 23 August 2016 at Movenpick Hotel Karachi



For registration(s) send us your Participants Name,
Designation email, address & cell numbers
Also please provide us organization's NTN #

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