

The Perfect PAs & Executive Secretaries

Learn To Excel In Executive Performance, By Organizing Your Boss And Your Staff Effectively

Date & Venue:

7th December-2017 Movenpick Hotel Karachi

14th December-2017 Falettis Hotel Lahore

21st December-2017 Shelton's Rezidor Hotel Peshawar

Timings: 9:00 am to 5:30 pm

Workshop Investment: PKR 22,000/- (exclusive of GST)

Course Overview:

For most organizations, the most valuable resource is executive performance. The PA takes responsibility for much of the organization and coordination of an office. It is a task which calls for excellent planning and organizing skills, the ability to solve problems, to be tactful, discreet, and possess effective communication skills. A great PA makes an enormous contribution to executive effectiveness and requires numerous professional skills to be successful in this role.

Who Should Attend?

This course would ideally suit those currently working as a PA (Personal Assistant), or an Executive Secretary, who wish to refine and improve their current skills. It would also be beneficial for administration staff seeking promotion, or those who have been recently promoted to a more senior position.



Course Objectives:

- To define and develop the skills and attributes of a highly effective PA
- To enhance the overall productivity of the manager / team, and ensure the smooth running of the office
- To plan, organize, and manage time more effectively
- To communicate confidently and professionally with colleagues and customers
- To deal with the additional pressures of supporting more than one person
- To deal professionally with difficult and challenging situations in the workplace
- To enhance your professional business writing skills
- To consider the implications of organizing business travel for your manager and team
- To revise and refresh the guidelines for handling all telephone calls in a professional and helpful manner

Course Content:

- Roles And Responsibilities Of A PA
- Skills And Qualities Of An Effective PA
- Making An Office Run As Smooth As Possible
- Managing The In-Tray And The Filing
 - Why An In-Tray Is Essential
 - Tips For Efficient Filing
- Building Effective Relationships
 - Understanding Different Behavioural Styles
 - Understanding Your Manager
- Handling Stressful Or Conflict Situations At Work
 - Planning And Organizing
- Some Helpful Tools For Organizing Your Tasks
 - The 'Bring Forward' File
 - Analysing Your Priorities
 - Creating A Daily 'To-Do' List
 - Managing Interruptions
 - Making Travel Arrangements
 - Telephone Etiquette - The Basics

What You Will Gain:

- A clear understanding of the role and responsibilities of the perfect PA
- An ability to organize yourself, your manager, and your team
- The development of a more proactive approach to the working day - and an understanding of the fundamentals of time management
- A method of planning and prioritising your workload
- Improved communication for dealing with colleagues and customers
- Improved knowledge of working effectively with colleagues and your manager
- The key elements of effective business writing
- Tips on how to arrange business travel, etc.
- Knowledge of how to utilise the telephone correctly in your organization

Course Facilitator: Sara Sanaullah

Sara Sanaullah is an experienced business executive who is extremely passionate about learning and personal development. She is an adaptor and is a very flexible when dealing with people. She is able to engage with people to help them live their values and achieve their goals, while motivating them to realizing their full potential. She has been associated with leading organizations such as National Bank Pakistan, Institute of Cost and Management, ABN AMRO Bank Pakistan and Various Universities in various positions such as trainer, Lecturer and Services related matters.

Sara has facilitated several soft skills training programs to help individuals achieve their desired goals in challenging situations. Having over 7 years of diverse professional experience in Customer Service and learning and development, she has conducted several competency based workshops at different levels of lower & mid management.

Her ability to connect emotionally with the audience makes her a speaker of choice. Besides this, her work ranged enormously and has involved design, delivery and facilitation.

In Pakistan, she has designed, developed & conducted several soft skills workshops on topics such as:

Customer Service Excellence
Stress & Time management
Building Interpersonal Skills
Presentation Skills
The power of Positive Attitude
Personal Grooming & Mannerism
Team Building and Motivation
Communication Skills
Effective Management Skills
Self-Management Skills

Some of her clients include organizations like:



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

register@quickbizgroup.com



Quickbiz Group Office No. 403 Tahir Plaza, Sultan Ahmed Road, Block # 7 & 8
JCHS, Karachi. Contact: 021-34325705-707 Mobile: +92-343-2508186,
+92-300-8294943 www.quickbizgroup.com

Quickbiz Cancellation Policy:

Substitutions are welcome. cancellation must be confirmed by email. For
Cancellation made in the 05 working days to the workshop, no refunds will be given.