

Supporting Your Team Successfully

Course Agenda



Day 1 Agenda

08:45	Registration and breakfast
09:00	<p>Defining the PA role</p> <ul style="list-style-type: none"> • Delegates will define the competencies required for the PA role – what do they think exceptional performance looks like? • Looking at aspects of emotional intelligence and identifying which are essential in the role • Delegates undertake a SWOT analysis on themselves to assess where they think they are in comparison to those competencies
10:30	Break
10:45	<p>Frustrations of the role</p> <ul style="list-style-type: none"> • Discussion on what are the frustrations of the role? • What do they find difficult?
11:30	<p>Developing empathy for those around you</p> <ul style="list-style-type: none"> • Looking at the frustrations others around you may experience and the pressure they may be under
12:00	Lunch
13:00	<p>The psychology of Influencing</p> <ul style="list-style-type: none"> • Understanding the laws of human behaviour as identified by psychological research • How to positively influence others through developing trust, engagement and listening
15:15	Break
15:30	The Psychology of Influencing Continued
16:00	Case studies

17:00	Review and close of Day One
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Day 2 Agenda

09:00	Breakfast and questions. Review of day one
09:30	Assertiveness <ul style="list-style-type: none">Identifying what it means to be assertive, building equal relationships, dealing with difficult conversations, and learning to say no if necessary
11:30	Break
11:45	Reading body language <ul style="list-style-type: none">What is your body language transmitting and what messages are you receiving non verbally from others?How do you tell if someone is not being truthful?
12:00	Lunch
13:00	Body Language continued
14:00	Working styles <ul style="list-style-type: none">Understanding your own working style and the styles of others and how this may impact on relationship building
15:00	Break
15:15	Learning review and committing to a personal development plan. Setting SMART objectives
16:30	Questions and course close