

EA/PA Masterclass



Excel in
your career as
an EA or PA

26th - 27th August, 2010
The Rendezvous Hotel
:: MELBOURNE

9th - 10th September, 2010
The Grace Hotel
:: SYDNEY

The role of the EA and PA is constantly expanding, bringing with it higher demands and expectations to fit more tasks into each day. The most sought after and efficient EAs and PAs know how to manage their time effectively, have well developed communication skills, and can multi-task to take on a wide range of extra requirements such as preparing and executing effective meetings.

- Do you need to develop time management skills so you can prioritise tasks and get more done in your day?
- Are you in control of your emails and those of your boss?
- Do you need advice to deal with difficult people and situations?
- Are you staying on top of your responsibilities and ensuring certain tasks do not fall through the cracks?
- Do you need to learn how to structure an agenda for meetings so it runs on time, on track and on purpose?
- Do you want to improve your influencing skills to gain credibility and the cooperation of your boss?

Attend **Tonkin's EA/PA Masterclass** to learn all the necessary strategies and methods to succeed as an EA or a PA.

Who should attend?

- Executive Assistants
- Personal Assistants
- Diary Secretaries

YOUR COURSE DIRECTOR:



Derek Patey,
Leading Trainer,
Priority Management

Priority[®]

A Better Way To Work

Endorsed By:



COURSE OVERVIEW



ABOUT YOUR COURSE DIRECTOR

Derek Patey, *Leading Trainer, Priority Management*



Derek has significant coalface experience as a successful business owner across a number of industry areas including retail, hospitality and tourism. In taking his skills to the training arena Derek has amassed 20 years vocational education industry experience.

Initially commencing as a classroom and workplace facilitator he delivered in areas such as retail, customer service, personal development and career guidance. In later years he has switched focus to the delivery of management and leadership skills. He has accumulated in excess of 10,000 contact hours as a training facilitator, working in areas providing professional development for managers, EAs/PAs and team leaders. He has specialised in areas of recruitment and selection, workload and performance management, coaching, personal and career development.

As a dedicated front runner Derek is best known for his dynamic approach to the delivery of time and workload management workshops. He is an energetic change agent and he will be the catalyst for a great training experience.

Priority Management is widely acknowledged as the world leader in the area of time, workload management and communication training with over two million graduates. Over the past 30 years Priority has built a suite of training programs in essential management skills to keep abreast of technology, and has always maintained its focus on programs which provide practical, effective and immediate solutions to productivity issues in organisations.

This valuable interactive two-day training course will start by focusing on ways to enhance your workload management so you can get more done in less time and have greater control over all the tasks you perform in your day. One of the most crucial skills you will learn is how to gain greater total control over your inbox and all the emails your boss receives.

You will also learn how to build your communication skills, enabling you to deal with difficult people more effectively. By enhancing your influencing skills you'll be seen as a more effective team player and you will be able to engage with anyone in the business.

The training course will show you how to effectively prepare for, plan, conduct and follow up on meetings so they have a strong results bias. You'll be in a strong position to track and follow-up on meeting actions as well as other delegated work.

Attend **Tonkin's EA/PA Masterclass** to:

- Get more done in the day and achieve consistent results
- Stay on top of your clearly defined priorities
- Gain control over the emails you and your boss receive
- Deliver results when you say you will
- Communicate more effectively with your boss and his clients
- Become more proactive and develop effective action plans
- Build strong relationships and deal with difficult people
- Plan, conduct and follow up on results oriented meetings

ABOUT TONKIN ACADEMY'S OFFICE ADMINISTRATION SERIES

The Tonkin Academy Office Administration Series has a host of courses available at all knowledge levels. Starting from Introductory series and moving through to Advanced levels we are sure we have a course that caters to your needs. An example of courses available in the series are listed below:

102: Influencing Skills For PAs And EAs

103: Advanced Customer Service Skills

104: Planning Effective Meetings

105: Bookkeeping And Finance Essentials For EAs And PAs



OFFICE ADMINISTRATION
SERIES

COURSE OUTLINE

26th - 27th August, 2010 | MELBOURNE :: 9th - 10th September, 2010 | SYDNEY

DAY ONE 8:30 Registration – 9:00 Start

WORKLOAD MANAGEMENT

Increasing Productivity Through Time Management

- Understand what is meant by productivity and workload management
- Learn about the importance of the Productivity Formula and strategies for reducing 'mind traffic'
- Configure your time management tool
- Learn how to become a master at multi-tasking
- Solve the 'decision dilemma' when managing a myriad of activities

Gaining Control Over Your Emails

- Learn how to manage your inbox
- Uncover the secret of ending your day with an empty inbox
- Learn how and when to follow up on emails and set up protocols for eliminating junk or low priority emails
- Create ways to file your mail and stay with your priorities regardless of the volume of email traffic

Managing Commitments And Plan Your Calendar

- Understand the importance of using your calendar as a time management tool and how to avoid becoming a victim of 'Planning Fallacy'
- Become a more proficient time manager and begin the process of regaining control over your life and demanding schedule
- Plan effectively so you can become more strategic in your daily choice of activities and restore a feeling of achievement at the end of every day

5:00 Close of Day One

Morning Tea, Afternoon Tea and Lunch will be provided.

Hear What Delegates Said About Tonkin's EA/PA Roadshow 2009:

Very insightful and informative.
Would thoroughly recommend it.

Rosa Brezac, Executive Assistant, University of Melbourne

Very informative.

Lisa Marchetti, Executive Assistant, TRUenergy

Very motivational. Perfect training for EA's.

Nicole McIndoe, Executive Assistant, Hesta Superfund

DAY TWO 9:00 Start

ENHANCING COMMUNICATION SKILLS AND MEETING EFFECTIVENESS

Developing Influencing And Communication Skills

- Discover the various ways that the communication/influencing process impacts your effectiveness
- Examine the five key skill sets of influencing/communication
- Creating Influencing Action Plans: a six-step process and tool for implementing and improving influencing skills in the organisation
- Recognise and look at body language and the importance of questioning and understanding in influencing
- Practice planning and responding to people as well as how to delegate and follow-up

Break-out Session:

The Influencing Questionnaire: Participants complete a two-part questionnaire which probes both their beliefs and current skill level as communicators/influencers. An interpretation booklet allows each attendee to work on their own specific areas and customise the learning process

Handling Conflict, Dealing With Difficult People And Coming To Agreement

- Fine tune conflict handling and agreement skills and practice them in influencing sessions using real workplace issues
- Handling difficult conversations with your boss or with clients
- Develop negotiation skills to avoid conflict

Break-out Session:

Develop an Influence Map which shows the relationships and opportunities that exist for impacting performance with colleagues and customers alike

Planning Effective Meetings

- Discuss the current challenges in meetings and potential solutions
- Examine the four phases of a meeting which leads to the best return on investment for meeting time
- Gain an appreciation of what it takes to effectively prepare for a meeting whether as a chairperson, meeting organiser, participant or minute taker
- Learn the four key areas to address when constructing an agenda, that ensures the meeting will be on time, on track and on purpose

Execute The Meeting To Meet Objectives

- Master the execution of your well planned meeting
- Learn the best way to ensure that meeting outcomes become activities for participants of the meeting as well as how to ensure effective follow-up

5:00 Close of Training Course

www.TonkinCorporation.com

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