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Courses

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# Maximising Your Success as a New PA

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This two-day masterclass is designed for people who are new to the EA/PA or Support role, who want an intensive course to help them hit the ground running and prepare them for the PA job. The interactive programme gives students practical, 'hands-on' strategies and all the essentials they need to perform well as a contemporary PA/Secretary in the commercial world.

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## What you can expect to learn from this course:

- Understand the role of the PA/Assistant in the context of business organisations, leaders and managers.
- Duties and responsibilities of a PA, and how to lighten your manager's workload by being proactive and taking the initiative.
- How to plan and structure your working day – as well as prioritising activities and tasks.
- Essential customer service and 'front of house' skills, including dealing with visitors, hosting, answering the telephone and how to present with confidence.
- Ongoing self-development, including career planning and goal setting.
- Interpersonal skills to build better relationships – including PA qualities, appearance, attitude, demeanour, creating first impressions, and the importance of personal brand.
- The PA's daily routines – diary management, inbox management, making travel arrangements, collating papers/packs for your Executive.
- The PA's role in meetings and events – with an introduction to minute-taking and arranging a key event.
- Key business documents, such as letters and e-mails, including correct formatting/layout.

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# Level 2

## Course duration:

Two days, including comprehensive course materials, course booklet, refreshments and lunch.

## Course costs:

Manchester: **£850 + VAT**

London: **£995 + VAT**

## Course dates:

For course dates, please check the website:

**[www.executivesassistant.org](http://www.executivesassistant.org)**

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# IQ IAM Level 3 Award in Professional PA and Administration Skills



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The Level 3 Certificate (equivalent to A-levels) aims to give aspiring and existing PAs, EAs, secretaries and administration staff the foundation to excel in their role. It's an excellent pathway for anyone who wants to gain a recognised formal qualification as a PA, EA, secretary or administrator.

This is a modular qualification which consists of 5 course units. Each unit is delivered over 1 or 2 days, in our Manchester Academy. Students are then assessed on the 5 units, through written assessment methods such as reports, project plans, learning journals and practical work.

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**Students are required to undertake 5 optional units to achieve this qualification. Units include:**

- Produce minutes of meetings.
- The role of the Personal Assistant.
- Principles of writing for business.
- Principles of managing workload.
- Principles of self-development.
- Principles of Human Resources for administration managers.

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# Level 3

### **Course duration:**

Students usually complete the course in 12-18 months, though it may be possible to complete the course sooner if you fast-track your learning with dedicated study time and by choosing the right course dates.

As this is a tutor-led programme, full feedback is given throughout the course, and if you do not pass your assessment(s) then you will be given full feedback and the opportunity to re-submit your work.

### **Course costs:**

Manchester: **Please enquire**

### **Course dates:**

For course dates, please check the website:

[www.executivesassistant.org](http://www.executivesassistant.org)

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# Get Ahead as an Executive PA



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One of the most popular PA courses in the UK, this two-day Executive PA programme is for new and experienced PAs, giving them all the strategies and tools they need to excel at what they do and be a more effective PA. The course includes Adam Fidler's revolutionary Five Folder System™, enabling office staff to remain organised in their workflow, even when swamped with work.

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# Level 3

### **Course duration:**

Two days, including comprehensive course materials, course booklet, refreshments and lunch.

### **Course costs:**

Manchester: **£870 + VAT**

London: **£995 + VAT**

### **Course dates:**

For course dates, please check the website:

**[www.executivesassistant.org](http://www.executivesassistant.org)**

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## **What you can expect to learn from this course:**

- Re-defining the role of the Executive PA, skills and competencies required to succeed in this challenging role.
- The transition from PA to EA – 'black box' versus 'red box'; seeing yourself as a manager.
- Personal effectiveness through self-belief and a positive mindset.
- The PA Competency Model™ the 'What' and the 'How'.
- Managing your emotions at work.
- Setting boundaries; pushing back – diplomatically and appropriately.
- Essential daily routines for the Executive PA.
- Diary management – tips to make you a more effective diary manager.
- The Five Folder System™ to remain organised and on top of your workload
- E-mail and inbox management.
- Meetings, agendas and itineraries; minute-taking tips.
- Strategies for working more effectively with the boss.
- Transactional Analysis for assertive and confident behaviour at work.

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# Mastering Minute-Taking

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Most minute taking courses tell you what you need to know, to take effective minutes, but this hands- on and practical course also tells you precisely how to do it!

The course is based on sound theory of good minute taking, along with many real-life examples from the current world of work so that delegates can go back to their jobs straight away with the ability to take minutes in meetings confidently and professionally.

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## What you can expect to learn from this course:

- Minutes in the context of today's business organisation – the cycle of a meeting, types of meetings, why minutes are necessary.
- The things you need to do before, during and after a meeting – why proper preparation is key. Your role as the Meeting Manager.
- How to produce agendas and other meeting papers.
- How to operate in the meeting itself – how to take notes, how to listen, what to listen out for, how to structure your notes and how produce a summary in the meeting.
- Identify and produce different types of minutes, especially the most common type of action minutes.
- Summarise meeting content more effectively during the meeting itself.
- How to write up your notes after the meeting – with tips on writing style, tone and language.
- Useful and commonly-used phrases and 'good' vocabulary to use when writing up your minutes.
- How to set out and format your final set of minutes.
- How to deal with amendments in minutes and feedback from others when the minutes have been circulated.

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# Level 3

## Course duration:

One day, including comprehensive course materials, course booklet, refreshments and lunch.

## Course costs:

Manchester: **£420 + VAT**

London: **£500 + VAT**

## Course dates:

For course dates, please check the website:

**[www.executivesassistant.org](http://www.executivesassistant.org)**

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# Highly Effective and Authentic Leadership:

## Understanding your Leadership Potential

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Effective leadership and management is critical to an organisation's success. This one-day seminar shows why authentic and effective leadership matters, and how to achieve it.

When facing continuous change and multitudes of conflicting pressures it is sometimes hard to know as a leader if you are doing the right thing, or even what the right thing is. This programme addresses the challenging and uncertainty of being a leader, by developing self-awareness and strategies to be a better leader and manager.

As well as receiving comprehensive training and reference materials, each delegate who attends the course will receive a free booklet entitled 'Leading and Managing' (Volume 1) as a take away for their ongoing self-development as a progressive leader.

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### What you can expect to learn from this course:

- What 'leadership' really means.
- Understanding leadership and management.
- Leadership behaviours and drivers: Egocentric versus Altrocentric leadership.
- Self-awareness – a key component of emotional intelligence.
- Why authentic leadership is paramount to your success.
- Being a better and more effective leader and manager.
- Developing your leadership potential.
- Discovering your authenticity and preferred leadership style.
- Not falling into the trap of over-managing and under-leading.

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Level **4**

### Course duration:

One day, including comprehensive course materials, course booklet, refreshments and lunch.

### Course costs:

Manchester: **£380 + VAT**

### Course dates:

For course dates, please check the website:

[www.executivesassistant.org](http://www.executivesassistant.org)

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# The Strategic Executive Assistant



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A ground-breaking two-day programme for Executive Assistants and Business Managers, that provides a totally fresh perspective on the role of the Executive Assistant. The programme empowers current PAs and EAs to develop their business awareness and management understanding to become personal leaders, enablers and business support managers in their own right.

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## Level

# 4

### Course duration:

Two days, including comprehensive course materials, course booklet, refreshments and lunch.

### Course costs:

Manchester: **£995 + VAT**

London: **£1200 + VAT**

### Course dates:

For course dates, please check the website:

**[www.executivesassistant.org](http://www.executivesassistant.org)**

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## What you can expect to learn from this course:

- A new definition of Executive Support.
- Leadership and management in context of the EA role.
- Leadership styles questionnaire.
- Egocentric leadership versus altrocentric leadership.
- Business strategy for the EA.
- How can the EA become more strategic and get more involved?
- Introduction to Risk, Compliance and Governance.
- Emotional intelligence – the four essential Cs.
- Developing Executive Presence and gravitas.
- Gaining prestige, leadership and achievement through personal impact.
- Reverse-mentoring to create a better Boss/EA dynamic.
- The transition of job descriptions: PA to 'true' EA; a new job description that better describes and elevates the role and value of the EA.
- Adam Fidler's EA Success Factors™ for the new Executive Assistant – a competency framework for you to follow and implement when back at work.
- Case studies of PAs who have transitioned to high-level EA or business support managers.

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# IQ IAM Level 4 Certificate in Office and Administration Management (VRQ)



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This Level 4 Certificate programme (equivalent to the first year of a bachelor degree) has been specifically designed for experienced PAs, EAs, Office and Administration Managers who are already operating at a more senior level and want to gain formal qualification in their field. It is also ideal for those aspiring to move into a more senior role within business and administrative management.

This is a modular qualification, which consists of 4 units. Each unit is delivered over 2 days, in our Manchester Academy. Students are then assessed on those units through written assessment methods such as reports, project plans, learning journals and practical work.

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## Students are required to undertake 4 mandatory units to achieve this qualification:

- Management skills for senior administration staff.
- Commercial and business awareness for senior administration staff.
- Effective office management.
- The role of the executive Personal Assistant.

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# Level 4

### Course duration:

Students usually complete the course in 12-18 months, though it may be possible to complete the course sooner if you fast-track your learning with dedicated study time and by choosing the right course dates.

As this is a tutor-led programme, full feedback is given throughout the course, and if you do not pass your assessment(s) then you will be given full feedback and the opportunity to re-submit your work.

### Course costs:

Manchester: **Please enquire**

### Course dates:

For course dates, please check the website:

[www.executivesassistant.org](http://www.executivesassistant.org)

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# The New Executive Assistant

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# Level 4

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In this new and inspiring one-day seminar, learn a totally fresh perspective on the role of the new Executive Assistant by redefining and repositioning the role in managerial terms, and in the context of leadership, management and business organisations.

If you want the up-to-date understanding of the real EA role, then this is the seminar for you!

## **Course duration:**

One day, including comprehensive course materials, course booklet, refreshments and lunch.

## **Course costs:**

Manchester: **£420 + VAT**  
London: **£550 + VAT**

## **Course dates:**

For course dates, please check the website:

**[www.executivesassistant.org](http://www.executivesassistant.org)**

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## **What you can expect to learn from this course:**

- A redefinition of the Executive Assistant role.
- Why today's EAs are not Business Partners, but Business Managers.
- Leadership and management – how does the EA role fit in?
- Global trends in the EA/PA industry – challenges and considerations for the future.
- Where you are now in your EA/PA career – the things you can do to stretch and develop the role even further.
- Why responsibility is more crucial than the job title.
- A brand new job description for you to share with your Executive and organisation, that better defines your true value and worth as an integral part of the management team.
- Better and improved descriptors of the duties/responsibilities of the EA that give you more credibility and respect for what you do.
- A model for success and progression in your role – Adam Fidler's Executive Assistant Success Factors™ which cover all the competencies and attributes for you to consider as part of your ongoing growth.
- Next steps career planning – case studies of PAs who have moved up the EA ladder with success, and how they did it!

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# Other courses

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Presenting with Style, Charisma and Vision	-	2 days
Being More Influential to Enhance Collaboration	-	2 days
Teeline Shorthand	-	Intensive, night class and on-line
Fantastic Front Line for Receptionists and Front of House Staff	-	1 day
Exuding Excellence Through Executive Presence	-	1 day

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For more details of the above, including course outlines and dates, please see the website:  
[www.executiveassistant.org](http://www.executiveassistant.org)

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## A note about level of content of courses:

Each course is given a Qualification Level next to the course title – eg 'Level 3'. These levels, which are based on UK qualification levels, indicate the type of difficulty level for that course, ie Level 2 = GCSE; Level 3 = A-Level/BTEC Level 3 Award; Level 4 = HNC, Level 4 Award or equivalent. For further guidance, please contact us.