

ADVANCED PA / EA COURSE PROGRAMME	
DAY ONE	
09.30-10.00	WELCOME & INTRODUCTION
10.00 - 11.00	DEFINING THE PA ROLE Interactive workshop session which defines key responsibilities of the Executive PA. This session also explores the competencies that should be demonstrated by a proficient Executive PA in a number of areas including team working, communication, planning and organisation and commercial focus.
11.00 - 11.15	Coffee Break
11.15 - 12.00	FRUSTRATIONS WITH THE PA ROLE Group discussion on what issues PA's face, including attitudes and behaviours of colleagues etc.
12.00 - 12.45	'THE VC FIGHTS BACK' Aimed at creating empathy for the VC's needs and perspective.
12.45 - 13.30	LUNCH
13.30 - 15.00	INFLUENCING SKILLS This session will explore the issue of understanding and influencing others. Looking at creating good communication, co-operation, contribution and commitment.
15.00 - 15.15	Coffee Break
15.15 - 16.15	ADMINISTRATIVE ISSUES This session will look at attention to detail, time management and prioritisation and getting the simple things right.
16.15 - 17.30	ASSERTIVENESS Identifying what it means to be assertive, building equal relationships, dealing with difficult people and learning that <i>it's not what you say, it's how you say it!</i>

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DAY TWO	
09.00 - 09.45	<p>BODY LANGUAGE We can all read body language but this is a fun and interactive session to better understand what people's body language is really telling you and also when they are being less than truthful.</p>
09.45 - 13.00	<p>PRACTICAL APPLICATION OF SKILLS This session will involve engaging delegates in real life scenario's in order to apply some of the skills learned on day one</p>
13.00 -14.00	LUNCH
14.00 - 14.30	<p>WHY THE VC PA ROLE IS DIFFERENT The session looks at the very special nature of the VC PA role and what sets it apart from a more "traditional" role.</p>
14.30 - 15.00	<p>PERSONAL GOAL SETTING The session looks at how to set personal goals and attempt to create some degree of work/life balance.</p>
15.00 - 15.15	Coffee Break
15.15 - 16.15	<p>LEARNING REVIEW AND SETTING SMART OBJECTIVES This session will review learning points and will identify those areas where delegates need to commit to personal development. This will be an opportunity for delegates to discuss any objections, fears, issues they have moving forward.</p>
16.15pm	COURSE SUMMARY AND CLOSE