



THE EA VERSUS THE WORLD

ADVANCED COMMUNICATION WORKSHOP

Executive Assistant Academy
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OVERVIEW

To state that the ability to communicate effectively is the single most important skill for those in a senior business support role may not be too great an exaggeration.

To be effective in their role, EAs and PAs must be able to effectively communicate a variety of different types of messages to all stakeholders, including junior colleagues, other executives, clients and even suppliers, in addition to interpreting and filtering information to and from their executive.

In the modern work environment, conflicts, office politics and occasionally workplace bullying can all impact on the day to day role of EAs or PAs.

This one day course will provide you with a variety of tools and techniques to develop an understanding of group dynamics, provide strategies to help deal with various workplace behaviours and improve your communication skills, whatever the circumstances.

WHO SHOULD ATTEND

- ALL EAs AND PAs WHOSE ROLE REQUIRES THEM TO MASTER EFFECTIVE COMMUNICATION WITH ALL STAKEHOLDERS
- THOSE EAs AND PAs LOOKING TO PROGRESS WITHIN THEIR EXISTING OR ANY OTHER ORGANISATION
- EAs AND PAs WHO WISH TO DEVELOP A MORE CONFIDENT APPROACH IN ALL PROFESSIONAL AND INTERPERSONAL SITUATIONS
- EAs AND PAs INTERESTED IN ENHANCING THEIR EMOTIONAL INTELLIGENCE AND HOW OTHERS MAY PERCEIVE THEM

COURSE OBJECTIVES

- OPTIMISE YOUR COMMUNICATIONS
- MAXIMISE INFLUENCE AND PERSUASION
- BUILD EFFECTIVE AND STRONG WORK AND PERSONAL RELATIONSHIPS
- UNDERSTAND THE DYNAMICS OF ORGANISATIONAL BEHAVIOUR

COURSE CONTENT

This course is delivered in 4 modules and will provide students with advanced communication techniques to enhance their overall confidence and interpersonal relations.

BEHAVIOURS IN THE WORKPLACE AND OFFICE POLITICS:

this module examines the social dynamics of the workplace. We examine power and authority in the workplace and look at workplace bullying. This module investigates personal and organisational culture, explores differing types of personalities and psychological aspects of people in the workplace.

CONFLICT RESOLUTION AND NEGOTIATION:

in this session we will define the context surrounding conflict resolution and explore strategies to help find the middle ground. The session will also investigate different negotiation techniques.

INFLUENCING AND PERSUASION:

in this section of the course we explore trust in the workplace. We will look into the mindframe of the influencer, investigate different ways of building rapport and look at assertiveness techniques.

DURATION

1 DAY

EAN MEMBERS

\$750 PLUS GST

EAN ASSOCIATE MEMBERS

\$995 PLUS GST

NON MEMBERS

\$995 PLUS GST

THE COURSE MODULES COMPRISE OF:

VERBAL AND NON-VERBAL COMMUNICATION:

this session takes a close look at both verbal and non-verbal types of communications and how to address them.