

Workshop on Managerial Skills For Secretaries/PAs

Saturday, March 16, 2019 (9.30 a.m. to 5.00 p.m.)



Venue: AMA Seminar Hall, Torrent-AMA Management Centre, Core-AMA Management House, AMA Complex, ATIRA Campus, Dr. Vikram Sarabhai Marg, Ahmedabad 380 015

Perspective: Today's office professional needs to assume a whole new range of responsibilities once reserved for managerial and professional staff. To make the vital difference in their jobs they must be prepared to face new challenges and continue to learn new skills.

This workshop is designed to equip secretaries and executive assistants with the essential skills that would help them assist the Senior Executives in the coordination and integration of various functions. It will provide them the techniques to ensure that their own responsibilities are meshed with the primary task of helping their boss work at peak performance.

Benefits

1. Understand the changing role & responsibilities of an office professional
2. Handle the growing challenges and work pressures in the modern office
3. Learn to accept a greater range and variety of delegated responsibilities
4. Increase personal effectiveness using the right management techniques

Content

- **Understanding the Dynamics of Today's Workplace:** Developing Key Competencies & Abilities; Setting Performance Goals & Standards; Managing Change & Business Transition
- **Knowledge, Skills and Attitudes of Excellence:** Sharpening your Professional Image & Impact; Projecting Self-Confidence & Achievement Orientation: Giving your Best & Getting Things Done
- **Managing your Boss & Colleagues:** Interpersonal Relations - Handling Ego states: Dealing with Difficult People/Situations; Nurturing the Boss-Subordinate Partnership
- **Communicating with Tact & Diplomacy:** Submissive vs Assertive Communication; Active Listening & Responding Skills; Sharpening your e-mail Writing Skills
- **Time & Priority Management:** Effective Planning & Organizing Skills; Setting Priorities (Urgent vs Important); Managing Work Pressure & Unscheduled Tasks

Methodology: Self-assessment Exercises, Case-studies, Group Activities & Audio-Visual presentations

Faculty: Mr. Vincent D'Silva, Principal Consultant, Silva Management Services

Vincent has over 25 years of work and consulting experience in reputed organizations in the areas of Strategic Planning, Marketing & Manufacturing. His courses on Communication Effectiveness, Sales & Service Excellence and Leadership Development have been conducted in India, the Middle East & South-East Asia. He is an Engineer from VJTI, an MBA from the S. P. Jain Institute of Management, and has been a faculty at several renowned business schools and corporates in India.

Fee: Rs.1600/- per participant including GST. Concession for Member 10%, Patron Member 20%. Fee includes course fee, cost of reading material, lunch & refreshment. Cheque should be drawn in favour of "Ahmedabad Management Association". **If you wish to avail GST Credit, please provide your GST Number. Tax Invoice will be issued on receipt of your GSTN.**

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Registration Form:

Please fill-in and return this form along with participation fee to :

Ahmedabad Management Association, AMA Complex, Ahmedabad 380015.

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Website: www.amaindia.org • **Android Mobile App:** AMA-Ahmedabad amaIndia.org

Name(s)	Position
1.	
2.	
Organisation:	
GST No.:	AMA GST No.: 24AAATA 5881D1Z0
Address:	
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