



SOUTERS

Business and Office Skills Training Specialists

Souters Training Centre
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EA OR EXECUTIVE PA

THE COURSE

This course is for people training to become Executive PAs and will provide full job readiness.

SUITABLE FOR

This course is suitable for a variety of people such as:

- Existing secretaries or PAs looking to upgrade their skills and obtain certification
- Experienced people from other sectors looking for a career change
- Company employees looking for related training
- Graduates of the Souters' [PA/Secretary course](#) or similar quality training programme (check with the centre on latter).

Our [Executive PA Advanced Performance](#) courses and its follow on course are for people already in a senior PA role either nationally or internationally.

OBJECTIVE

To provide the student with a sound knowledge base and the real practical ability to perform effectively in an Executive PA or EA (International) role. The course is designed for full job readiness so that course graduates can move directly into suitable Executive PA or EA roles.

BENEFITS

- Tutor led workshop environment
- Internationally recognised in-house training provider
- Greater technical competence and comprehension of the requirement of an EA
- High job readiness on completion of course
- Assistance with job hunting
- Confidence building through development of in depth skills
- Understand the management process and how to perform at executive levels
- Soft skills training for EAs included with this course
- Techniques to stay ahead in your field and manage your own development

COURSE FORMAT

The main course is live and tutor led in a classroom environment. There is an executive training tutor and a tutor with an experienced PA background.

Practical examples and interactive sessions.

The course is a component unit of the overall [Executive PA Diploma](#). It can be taken alone in order to achieve a course certificate or as a part of the Diploma.

COURSE CONTENT

On the Job

- Transition from PA to Executive PA or EA
- Business letter writing for Exec PA's
- Document presentation and proofreading
- How to take a lead role in meetings
- Tips on taking of minutes
- Audio transcription practice (optional)
- Typing enhancement (optional)

Performance

- Confidence building to deal with executive level environments
- Synchronising your role with that of your executive
- Setting priorities, managing your role / career to meet executive's needs
- Delegation, multi-tasking effectively, taking initiative

Executive Skills

- Introduction to Management theory
- Styles of management
- Relationship with your executive/s; how can you provide effective support

Communication Skills

- Effective communication skills
- Understanding verbal and non-verbal communication
- Different questioning styles; how to use questions effectively
- Office politics – how to handle this

Business Skills

- Explanation of the role of social media in the modern executive arena
- Overview of Project Management and Event Management for EA's
- Communicating and negotiating, win-win solutions; this can be internal or external
- Human resources - EA as interface with this function

Developing Relationship THROUGHOUT the organisation

- Understanding other people at work; what do they really think?
- Understanding how to handle stakeholders and their importance to your role
- Passive vs. aggressive vs. assertive
- Saying "no" is sometimes necessary

The Future

- Take control of your career and advance your career with a clear plan
- Build your map for the future.

DATES AND DURATION

The course runs over three full days from 10:30 to 17:00. After the course we allow three months to complete any additional MS Office products or typing enhancement training you select.

COURSE REQUIREMENTS

You need a good secondary education plus keyboard skills and good business or secretarial experience (we may need to see a CV to ensure that this is the correct course for you). If you do not have these, it may be that the [PA Secretary course](#) will be needed before taking this course. If you need a full range of training the [Executive PA Diploma](#) includes the latter course in any case. You can gain advice on this from the centre.

Outcome

- Main Course assessment success will provide you with a CPD Certificate at Pass, Merit or Distinction
- If you wish an overall Diploma you should consider the [Executive PA Diploma Programme](#) (exemptions may be applied for).

TESTIMONIALS

EA or Executive PA delegate- *"I feel very pleased with the content of the course and what was packed into three days. I feel the quality of the teaching and information was up-to-date, inspired debate; I thought the exercises/discussion were challenging."* + *I feel Souters has been caring, considerate and very professional. I feel more confident about my skills and about approaching the job market as a result of the training I have received there.*

"Tutor gets involved in discussion, nothing is too much trouble to ask or sounds silly, good explanations with examples, enjoys talking to students"