



Support your Team Successfully (Online Workshop)

Day 1 – 10 May

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| 09:00 | Defining the PA role
Delegates will define the competencies required for the PA role – what do they think exceptional performance looks like?
Looking at aspects of emotional intelligence and identifying which are essential in the role
Delegates undertake a SWOT analysis on themselves to assess where they think they are in comparison to those competencies and aspects of EI |
| 10.30 | Break |
| 10.45 | Frustrations of the role
Discussion on what are the frustrations of the role? What do they find difficult? |
| 11.30 | The world of the Private Equity Investor
Looking at the frustrations Execs may experience and the pressure they may be under. Aimed at creating empathy and looking at the world from the perspective of the Exec |
| 12:00 | Session close |
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Day 2 – 11 May

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| 09.00 | The psychology of Influencing
Understanding how to positively influence others and the emotional impact of positive and negative influencing styles |
| 10.30 | Break |
| 10.45 | Behaving Assertively
Understanding what it means to be assertive, building equal relationships and dealing with difficult people and situations |
| 12.00 | Session close |
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Day 3 – 17 May

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| 09:00 | Review of case studies and goals from days one and two |
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| 10.00 | Working styles
Understanding your own working style and the styles of others and how this may impact on relationship building |
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| 11:00 | Listening skills and reading body language
What type of listener are you? How to engage in active listening and understanding what others are telling you by their nonverbal behaviour |
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| 11:30 | Optimising Performance and self-management
Understanding the importance of self-management and what this entails, working smarter not harder. |
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| 12:00 | Session close |
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Day 4 – 18 May

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| 09:00 | Mental resilience and stress Management
Understanding the concept of mental resilience and its impact on managing stress and the positive impact of this in the workplace. |
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| 10.20 | Learning review and Smart Objectives
Confirming areas where delegates need to commit to personal development and setting SMART objectives |
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| 10:40 | Learning review and Smart Objectives
Confirming areas where delegates need to commit to personal development and setting SMART objectives |
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| 11:30 | Exits, Sheryl Haddow & Stephanie Kingdon |
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| 12:00 | Session close |
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