

Communication and Influence

for Executive Assistants





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Increase your effectiveness and get things done to maximise your potential and step up in your career

How often do you feel overwhelmed with the amount of work on your 'to do list'?

This situation gets even worse when you are reporting to several bosses.

- How are you managing their priorities?
- Are the instructions clear enough and assignments in line with strategic goals?
- Do you have the right negotiation skills to handle all these demands piling up on your desk?
- How do you manage misunderstandings and conflicts when work delivered doesn't totally meet expectations or priority?
- How confident are you to say no when faced with conflicting assignments?
- Do you have the right soft skills to adapt to various communication styles and interface with others to move your work forward?

If you want to get things done and support your senior management objectives, technical skills alone will not help. You need to develop your "soft skills" to communicate and influence others and make sure you and your boss are a successful team that achieves results.

You as an Executive Assistant play a vital role in your organization. By developing your business knowledge and skills you not only add further value to your boss and peers, but maximize your career potential.

Who should attend?

If you are an Executive Assistant, a Coordinator or an Administrative Support Professional who wants to gain more power and impact to get things done to support their managers, this programme is for you.

"It is a very interesting module, where you learn on hands how you can make a difference not only in the working environment (not only for assistants, I was more thinking of colleagues I work with) and also in your private life. Definitely a recommendation."

Marleen Crombez, Ex. Assistant, Pfizer Service Company, Belgium



How you will benefit

How will you benefit?

After attending this programme, you will be able to:

- Emphasize your personal strengths and qualities for self-empowerment
- Know how your personal style affects the decisions you make
- Communicate and interact with others more assertively and clearly
- Develop positive working relationships
- Strengthen your ability to take on future challenges, and trust in yourself
- Become more effective in managing tasks assigned and boost the success of your boss
- Network with and learn from a diverse group of other Administrative Professionals from different industries and countries
- Learn and practice new skills using case studies, real examples and role plays over 3 interactive and challenging days
- Leave with a personalized action plan for immediate implementation in your work-place

Why participate in an MCE programme?

TOP PROGRAMME

Almost 400,000 participants have taken part in an MCE Open Enrolment programme.

PRACTICAL

Pragmatic approach to learning - learn today, apply tomorrow.

FACILITATORS

MCE's Facilitators are experts in their field with extensive business experience.

INTERNATIONAL

Global best practice and networking with peers from across EMEA.

RECOGNISED

MCE is a top ranked learning provider with a unique offering in Leadership Skills and Business Acumen.

RECOMMENDED

95% of our clients would come back for another programme and recommend MCE.

“The people who influence you are the people who believe in you.”

Henry Drummond

“The secret of my influence has always been that it remained secret.”

Salvador Dali

“Woman's influence is powerful, especially when she wants something.”

Brian Tracy

What will you learn and practise?

Day 1

Module 1 - Your Role in the Current business environment

- A changing world of work
- The impact on managers
- Implications for the role of the Executive Assistant - what is changing

Module 2 - Self-awareness

- Examine your values, beliefs, attitudes and strengths and how they relate to the way you work and live with others
- Reflect on how to increase accountability, empathy, credibility and awareness of your business context

Module 3 - Assertiveness

- Strengthen your ability to say no
- The cycle of self-empowerment

Day 2

Module 4 - Emotional Intelligence

- What is Emotional Intelligence
- Why we need to use Emotional Intelligence at work
- The five components of Emotional Intelligence

Module 5 - Personal Openness

- Your personal style
- Valuing differences - your style vs others' styles
- Impact of culture
- Giving and receiving feedback

Module 6 - Communicating with Confidence and Clarity

- Questioning skills
- Defining the message
- Know your audience
- Listening skills

Day 3

Module 7 - Handling Conflict Effectively

- What is conflict?
- Conflict management approaches
- Handling difficult conversations

Module 8 - Influence with Win-Win in Mind

- Using the Cohen-Bradford Influence Model

Module 9 - Committing to Your Personal Development

- Raise your self-awareness
- Be clear about the results you want
- Make personal and professional action plans

Booking details

 Duration	3 Days
 Type	Classroom
 Price	€2450



**ALSO AVAILABLE AS AN
IN-COMPANY PROGRAMME**

 **Register Now**

 **+32 (0)2 543 21 20**
 **registration@mce.eu**
 **www.mce.eu**