



Communication and Influence for Executive Assistants



Programme Details

Communicate effectively with your boss and colleagues to get projects and tasks done on time and on target

Highlights

- Learn how to manage your time and priorities when reporting to several bosses
- Practice different communication style that you need when working with colleagues, bosses and senior managers

Key Competences

- Self empowerment
- Conflict management
- Emotional intelligence
- Influencing skills
- Assertiveness skills
- Giving feedback

The Right Programme for You

You are an experienced executive assistant or administrative professional. You need to learn new influencing and communication skills to get things done with your colleagues and senior managers.

Admin Professionals



Learn, Practice and Use

- **Emphasize** your personal strengths and qualities and become more self-empowered
- **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
- **Learn** about the 5 components of emotional intelligence and what they mean for you
- **Develop** the skills to give and receive feedback
- **Handle** conflict and difficult conversations professionally
- **Develop** your active listening skills
- **Share** your knowledge and challenges with your peers and MCE's highly experienced faculty

Practical Information

Face-to-Face



3 days
€2,295

Available In-Company

The programme is available as an In-Company solution for your teams. More information at mce.eu/inco

mce.eu/assistant for dates, locations and full programme outline

Programme Outline

01

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

02

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

03

Assertiveness

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

04

Emotional Intelligence

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

05

Personal Openness

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

06

Communicating with Confidence and Clarity

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

07

Handling Conflict Effectively

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

08

Influence with Win-Win in Mind

- Using the Cohen-Bradford Influence Model

09

Committing to Your Personal Development

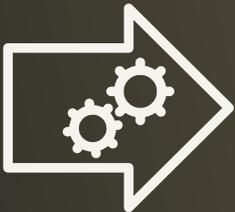
- Raise your self-awareness
- Be clear about the results you want
- Make personal and professional action plans

Visit
mce.eu



Learn

the key business skills and knowledge you need for your management role today and tomorrow



Practice

the skills you learn and get feedback, recommendations and coaching



Use

what you learn and practise as soon as you get back to your office



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