



Planning & Organisation

- Time management skills
- Using a time management matrix
- Planning & prioritising workloads
- Managing workloads to meet time lines
- Eliminating time wasters
- Setting SMART objectives
- Motivate yourself to use time creatively and productively

Management Skills

- Managing self and others
- Effective delegation
- Performance management
- Building relationships
- Managing day to day situations
- Action plans based around planning, organising and management skills

Communication Skills

- Spoken communication – overview of telephone, face to face, body language, tone & words
- Written communication – overview of business writing, composing professional emails, faxes, memos, letters

Assertiveness Skills

- Being assertive and not aggressive in the workplace
- Saying no assertively
- Understanding assertiveness

Meetings

- Meeting preparation
- Overview of successful minute taking
- Preparing and delivering presentations
- Action plans linked to communication, assertiveness and meetings
- Departmental Improvement Suggestions

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