



professional  
development

# Executive P.A. Skills

In-Company Training (2 Days)

---

Practical P.A. Skills

---

Tailored Workshop

---



in-company for  
teams



# Contents

---

About this course	3
Delivery style	4
What are the benefits?	6
Course content	7
3 ways to get started	8
About us	9

# About This Course

---

## Build Professional Executive P.A. Skills

This Executive P.A. course is designed to equip your P.A. team with professional skills and the tools to work efficiently.

The top priority of a P.A. is to organise and to arrange the schedule of their employer so they can get their job done as effectively as possible.

This may include diverse responsibilities ranging from diary management to coordinating small-scale projects, such as organising events. Without the right skill-set, it can be a demanding role.

This in-house Executive P.A. Training Course, provides your team with expert tips on how to perform their role effectively. We offer training that goes beyond the technical know-how of computer skills to help improve each participant's personal effectiveness.



## A Tailored, In-Company Format

This course is only available for in-company (also called “in-house” training. With an in-company style, we can deliver training online, or come to your location and provide a customised programme exclusively for your team.

# Delivery Style

---

We run this Executive P.A. Skills Training for in-company (often called “in-house” or “on-site”) training.

This means that we deliver training exclusively to your team on a date you choose. There are many benefits to choosing an in-company style of delivery.

## How In-Company Training Works

When you get in touch with us about in-company training - either by phone or by requesting a quotation using the button on this page - our expert training consultants will work with you to find the best training solution for your needs.

We will create a programme that addresses the issues and goals at the top of your list, and choose a training delivery method and dates that suits you best.



## Why In-House?

- ✔ **Tailored for Your Team** - While still adhering to the course syllabus, we can take your business and any challenges you are facing into account when delivering the course. We will make the training delivery relevant to your team.
- ✔ **You Choose the Delivery Style** - We can deliver this training as an in-person, classroom style course (where we come to your location), or by live, virtual classroom training (learn more on the next page).
- ✔ **Flexibility** - In-company training gives you the ability to schedule training at a time that works best for your schedule. It removes the inconvenience of having to take someone out of their role for training at a busy time.

[Get a Quote](#)

# Delivery Style: Live Virtual Training

---

Virtual training enables participants to connect to live, trainer-led sessions from wherever they are located. It's easy to connect and they will gain the benefits of a classroom style of training while enjoying the convenience of learning at home.

## How Virtual Training Works

In advance of training, we will send each participant the information and link they need to join the training.

To connect with our live training, participants will need a steady internet connection and a device with a web-camera, speakers, and microphone.

Most home internet connections work perfectly for live virtual training. These days, almost all smartphones, computers, and tablets have built-in web cameras, speakers, and microphones.

Our training consultants will make sure everyone has guidelines on how to get connected. It's an easy, user-friendly process.



## Why Virtual?

- ✔ **Learn from Home** - This is an ideal solution for teams that work remotely. They can connect with real-time training sessions from wherever they are currently based.
- ✔ **Delivered by Experts** - By choosing our live virtual training, your team will learn from subject matter experts. They will also benefit from the ability to ask questions and gain advice from our trainers.
- ✔ **Group Training** - This style of training enables participants to interact virtually with their team. Via our online platform, they will be able to take part in group discussions and exercises without leaving home.
- ✔ **Focused Learning Environment** - One of the key advantages of an in-person classroom style training is the focused learning environment. Live, trainer-led virtual training also provides this high-impact format.

[Ask a Question](#)

[Get a Quote](#)

# What Are The Benefits?

---

## ✔ Key Executive P.A. Skills

This course focuses on equipping your team with essential, versatile skills needed by all professional executive P.A.s.

## ✔ Techniques for Time Management

Your primary role as a P.A. is to organise and manage the schedule of your employer, so that they can get their job done as effectively as possible.

This includes a certain amount of “plate-spinning” on your behalf. Taking control of your time will help you to keep on top of everything with ease.

## ✔ Strong Communication and Assertiveness Skills

Learning how to communicate with clarity and brevity will make your day a lot easier. We also cover the best way to say ‘no’ while maintaining a professional tone.

## ✔ Improved Confidence and Versatility

Training inevitably leads to a greater sense of confidence in your own ability to handle any situation that comes your way during your role as an Executive P.A.



[Learn More](#)

[Ask A Question](#)

[Get A Quote](#)

# Course Content

---

## ① The Role of an Executive P.A.

- Being prepared to cope with the unexpected
- Planning and organising someone else's time with skill and sensitivity
- Organising small-scale projects

## ② Time Management

- How to prepare for and deal with last-minute arrangements and cancellation
- Handling the unexpected with ease
- Small-scale projects: stakeholders, scoping work, scheduling work

## ③ Assertiveness Skills

- How to say "no" without becoming intimidating or aggressive

- Learn how to handle any conflict

- Step-by-step guidelines on how to solve a problem calmly and efficiently

## ④ Communication Skills

- Effective communication and the importance of body language
- Gain invaluable listening skills to help you be more responsive and well-organised
- How to successfully handle difficult people and situations
- How to maintain a professional telephone manner, even in times of stress

## ⑤ Key Executive P.A. Skills

- Remaining positive, motivated and pro-active

- How to work for more than one person
- The importance of maintaining confidentiality
- Diary management
- Projecting an image of self-confidence and professionalism



**Ready to Go?**

**Get a Quote**

**Ask A Quick Question**

## 3 Ways to Get Started

---



### Talk to Us

You can reach us by phone on Freephone 1800 910 810, or 01 861 0700 (mon - thurs, 9.00am - 5.30pm, fri, 9.00am - 5.00pm).

We will be happy to answer any questions you have and advise on the best option for your team's Executive P.A. Skills training.

**Freephone 1800 910 810**



### Get a Tailored Quotation

To request a tailored quotation for your team's in-company Executive P.A. Skills training, click the button below.

We will be in touch with a detailed quotation fitting your organisation's requirements.

**Get a Quote**



### Ask A Question Online

If you would prefer to contact us online, request a phonecall, or to get in touch outside office hours, using the "Ask A Question" button below is the best option.

We will respond with the information you need.

**Ask A Question**



# About Us

---

## Professional Development - 34 Years of Innovation and Excellence

We believe that the key to a thriving and rewarding career is continuous professional development.

For over 34 years, Professional Development has led the way in providing practical, innovative courses leading to relevant and respected certifications.

We specialise in delivering training for core business skills including project management, agile, scrum, lean six sigma, management, communications, sales, it service management, and training design and delivery skills.

Our courses are designed to expand your skills, & enhance your career potential



### Our Courses

Our courses are a balanced blend of both theoretical learning and practical application. This focused learning environment optimises the impact of training.



### Our Clients

We provide training for Ireland's leading brands, working with companies of all sizes in every industry. We also provide training for non-corporate organisations.



### Our Team

Our trainers are chosen for their engaging manner and expertise in a chosen field. They bring a wealth of experience to each programme they deliver.



### Our Certifications

In many sectors, international certification is now essential. We provide many options for globally recognised certification in each subject area.

## Stay Connected

---



# Contact Us

---

## Head Office

Suite 11, Plaza 256,  
Blanchardstown Corporate Park 2,  
Ballycoolin, Dublin 15, D15 T934

Freephone 1800 910 810

Dublin 01 861 0700

[ask-us@professionaldevelopment.ie](mailto:ask-us@professionaldevelopment.ie)

[www.professionaldevelopment.ie](http://www.professionaldevelopment.ie)

[Contact Us](#)

