

## Agenda Day 1

08:45	Registration and breakfast
09:00	<p>Defining the PA role</p> <ul style="list-style-type: none"> <li>• Delegates will define the competencies required for the PA role – what do they think exceptional performance looks like?</li> <li>• Looking at aspects of emotional intelligence and identifying which are essential in the role</li> <li>• Delegates undertake a SWOT analysis on themselves to assess where they think they are in comparison to those competencies</li> </ul>
10:30	Break
10:45	<p>Frustrations of the role</p> <ul style="list-style-type: none"> <li>• Discussion on what are the frustrations of the role?</li> <li>• What do they find difficult?</li> </ul>
11:30	<p>Developing empathy for those around you</p> <ul style="list-style-type: none"> <li>• Looking at the frustrations others around you may experience and the pressure they may be under</li> </ul>
12:00	Lunch
13:00	<p>The psychology of Influencing</p> <ul style="list-style-type: none"> <li>• Understanding the laws of human behaviour as identified by psychological research</li> <li>• How to positively influence others through developing trust, engagement and listening</li> </ul>
15:15	Break
15:30	The Psychology of Influencing Continued

# Supporting Your Team Successfully



16:00	Case studies
17:00	Review and close of Day One

## Agenda Day 2

09:00	Breakfast and questions. Review of day one.
09:30	Assertiveness Identifying what it means to be assertive, building equal relationships, dealing with difficult conversations, and learning to say no if necessary
11:30	Break
11:45	Reading body language <ul style="list-style-type: none"> <li>• What is your body language transmitting and what messages are you receiving non verbally from others?</li> <li>• How do you tell if someone is not being truthful?</li> </ul>
12:00	Lunch
13:00	Body Language continued
14:00	Working styles <ul style="list-style-type: none"> <li>• Understanding your own working style and the styles of others and how this may impact on relationship building</li> </ul>
15:00	Break
15:15	Learning review and committing to a personal development plan. Setting SMART objectives
16:30	Questions and course close