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## **Advanced Skills for the Executive P.A.**

This is a 3 day course that addresses both Management & Communication skills and is aligned to SAQA unit standards.

This dynamic, interactive programme is a must for P.A's and secretaries who have to meet the pressured demands of today's business environment.

You will amass knowledge and skills through a fast-paced programme that covers:

***Managing the secretarial team***

***Time management for the boss-PA partnership***

***The lone arranger***

***Motivation, communication and influencing skills***

***Meetings, agendas and minutes***

***Advanced telephone techniques***

***Powerful and persuasive writing***

***Assertiveness***

for the full course outline, visit our website :  
[www.m-cot.co.za/executivePA.aspx](http://www.m-cot.co.za/executivePA.aspx)

<b>When?</b>	<b>23-25 February 2010</b>
<b>Where?</b>	<b>Council Chambers Lyttleton, Centurion</b>
<b>How much?</b>	<b>R4500 excl vat or R4000 excl vat, if 2 or more places booked.</b>
<b>Contact:</b>	Sue, James or Renée on: <b>0860100600</b> or e-mail <a href="mailto:info@m-cot.co.za">info@m-cot.co.za</a>

### ***About the Presenter:***



Juliet Gillies holds graduate qualifications in Psychology, Communication & English and post-graduate qualifications in Marketing & English as well as diplomas in Public Relations and Journalism. She is also a registered Mentor, Moderator and Assessor. Juliet spent many years in the corporate world in a number of managerial positions and gained experience in the following industries: merchant banking, security, professional bodies, call centres and government (labour, skills development and foreign affairs). She has honed her Business English skills over a period of twenty-five years in various positions, principally in the Communication, Marketing and Training & Education fields. She is also an editor who specialises in corporate and academic texts and has edited a long list of theses and dissertations. Juliet has been involved in training and education since 2001 and is an experienced presenter and course writer.