



# Administrative Staff

training courses

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# The Successful Personal Assistant

Develop black belt organisation skills to support your manager



**Course reference:** 8306ZTM **Price:** £299+VAT **Timings:** 10am - 4pm

A successful personal assistant will have the skills, qualities and determination to define objectives, build relationships, manage themselves and their time effectively. This course will examine the principles and practices to open your thinking to enable you to develop techniques and strategies to provide outstanding assistance to support your busy manager and to be a crucial part of a productive and successful management team.

## Course content

- Evaluate how senior administration staff enable the organisation to reach its goals
- Develop the knowledge and skills required for effective management
- Carry out self-evaluation and select appropriate management styles
- Assess interpersonal relationships and barriers to communication
- Examine the link between motivation and personal effectiveness

## Course dates

We run courses in 11 cities across the country

[view dates](#)

## Suitable for

Current and aspiring school PAs, who want to refresh or develop the wide range of skills needed for this demanding role.

“

**99%** of delegates rate our courses as 'Good' or 'Outstanding'

”

Call: 0800 881 8185 | [www.creativeeducation.co.uk/8306](http://www.creativeeducation.co.uk/8306) | Fax: 020 7190 5853

# School Office Reception Skills for Frontline Staff

Developing communication and management skills to convey a professional image for your school

**Course reference:** 4771ZTM **Price:** £299+VAT **Timings:** 10am - 4pm

As they are frequently the first point of contact with the outside world, front-line staff play a vital role in shaping the image and reputation of their school or college. This course will help office staff from primary, secondary and special schools, as well as FE colleges, to maximise their potential in these areas.

## Course content

- Giving a professional and courteous impression to visitors and callers
- Becoming a vital link in the school's management chain
- Developing key skills for running reception successfully
- Improving communication and listening skills
- Handling difficult people, coping with crises and conflict
- Projecting a professional image
- Promoting co-operation amongst colleagues

## Course dates

We run courses in 11 cities across the country

[view dates](#)

## Suitable for

School or college office staff and managers who want to give the best possible first impression to visitors and callers and to fulfil all aspects of their role effectively.

“

***I found today's course very good. It was nice to meet other people who share the same responsibilities and problems.***

Maureen Hopton - York College

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Call: 0800 881 8185 | [www.creativeeducation.co.uk/4771](http://www.creativeeducation.co.uk/4771) | Fax: 020 7190 5853

## Reasons to choose Creative Education

20 years of experience delivering high quality CPD training to teachers and senior leaders.

Over 300 courses aimed at teachers, heads of department, middle and senior leaders and school support and premises staff.

Our courses are rated “Good” or “Outstanding” by 99% of delegates.

Courses held in 11 convenient locations across the country.

Our courses provide you with practical advice and strategies that can be used immediately.

In-house Training can be delivered throughout the year to provide you with the training you want, when you want it.

Our ready-made, tried and tested courses can be tailored to meet the needs of you and your staff in an In-house Training session.

An ever growing range of e-Learning training flexible to fit around the busy schedules of school staff.



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