Personal Development

The High-Performing Administrator and PA

Course Details

Price

£355.00

Start date

24 February 2027

Length

Full day (09:30-16:00)

CPD Points

5.50

Course Overview

Whether you're an Office Administrator, Personal Assistant, or Executive Support professional, your role is pivotal to organisational success. This full-day masterclass blends the best of both worlds, practical systems and communication skills with high-level emotional intelligence and strategic support techniques.

Delegates will gain tools to manage workload, build trust, handle conflict, and become a confident, proactive partner to their team or executive.

Expect a fast-paced, interactive day that leaves you sharper, more self-aware, and ready to thrive in any environment.

Content

The course will cover the following:

- Understanding the evolving role of administrators and PAs
- Relationship management and building trust with your team or executive
- Emotional intelligence and compassionate communication
- Time, diary, and workload management
- Meeting planning
- Reception, telephone, and customer-facing skills
- Conflict management and dealing with difficult people
- Confidence building and personal development
- Goal setting and stress management

Benefits

This session will help delegates develop and expand their skills, elevating their role as office administrators or personal/executive assistants. It focuses on building confidence, improving communication to ensure you become indispensable within the workplace.

This training will also help professionals transitioning into support roles.

Course Tutor

Mike Elward

Mike Elward BA (Hons) MscEcon PGCE, brings over 20 years of experience in education and management, with a decade in senior leadership roles at the highest level. He has a proven track record of empowering individuals and teams to achieve their full potential. Prior to his career in education, Mike served as an officer in the Royal Navy, where he developed strong leadership skills in demanding environments. He holds an undergraduate degree and a master's in History, Politics, and International Relations, along with a Postgraduate Certificate in Education (PGCE). As an expert in coaching and change management, Mike is passionate about guiding organisations through transformative processes. His commitment to success drives him to help individuals unlock their potential and reach their goals.