

This course has been fully accredited by a UK recognized awarding organization.

Certified Advanced Executive Personal Assistant (AEPA)[™]



Program Overview

A personal assistant (PA), also known as an executive assistant or administrative assistant, facilitates the day-to-day operations of an employer by prioritizing correspondence, scheduling activities, screening phone calls and running errands. This comprehensive program course covers the essential knowledge and skills required for a successful career as Executive Secretary or Personal Assistant. This course looks at the role of the modern secretary and provides insight of how to carry out duties related to office administration and management. Course participants will be able to align their personal performance to their organization's vision and objectives.

By completing this course, delegates will develop excellent interpersonal skills and become better able to manage teams. In addition, this course helps candidates assess and enhance their career and promotion opportunities.

This course allows PAs to practice vital skills such as influencing skills, presenting ideas to management, project management and win-win negotiation. It also uses practical case studies to investigate common PA issues.



The iIET is recognized by SHRM to offer
Professional Development Credits (PDCs) for
the SHRM-CPSM or SHRM-SCPSM



The iIET programs have been fully
accredited by Qualifi, an official UK
Government recognized awarding body.

Benefits of an Internationally Accredited Qualification

- Our accredited courses have been independently assessed to ensure a **consistent and high quality** service.
- Our accreditation provides proof that we comply with **industry best practices**.
- Our accreditation demonstrates that our presenters have **vast technical knowledge and experience**.
- Studies have shown that individuals that attain an internationally accredited certification are more likely to achieve **higher salaries** and be **promoted** over those individuals that are not.

Key Takeaways



Best practice in the role of the modern Executive PA



How to effectively organise your workflow



Working effectively with difference communication styles



Project management: using a timeline to plan your projects



Improving office systems to make your job easier



Practical win-win negotiation

Certified Advanced Executive Personal Assistant (AEPA)TM



Why People Choose to learn with the iIET...

Our unique approach brings together...

- Internationally recognized accreditation
- latest case studies from the worlds top companies
- most cutting-edge multimedia available



Our course content is designed to fit every learning style and support the non-English speaking audience.

Who Should Attend This Program

This course has been specifically designed for the benefit of

- senior secretaries
- executive secretaries
- personal assistants
- top-level management
- secretaries

***Successful completion of the course makes you a Certified Advanced Executive Personal Assistant .You can use the designation of AEPATM on your resume and business card.**

Anyone aiming to improve their performance and maximize opportunities for promotion to executive positions.

Course Requirements

Delegates must meet the following criteria to be eligible for certificate of completion:

1. **Attendance** – delegates must attend all sessions of the course. Delegates who miss more than two hours of the course sessions will not be eligible to sit for the Advanced Executive Personal Assistant (AEPA)TM Examination.
2. **Successful completion of the course work and exam** – The iIET is a an officially recognized learning center fully accredited by an official UK government recognized awarding body. Upon completion of this training course you will receive your an assessment based certificate of completion which has been fully accredited.

***Earn Professional Development Units towards maintaining your relevant certification/license.**

***Earn PDUs (Professional Development Unit) upon successful completion of this program to maintain your PMI Certification.**

***Earn PDC's (Professional Development Credit) upon successful completion of this program toward SHRM.**

-Topics That Will Be Covered-

Profiling The Contemporary Executive PA Role

- Understanding your objectives
- Raising your profile from Executive PA to business partner
- Discovering your boss's daily priorities
- Attributes of top performing PA's

Working Productively With Your Boss

- Strategies for improving your working relationship with your boss
- Creating synergy with the executive team
- How to manage multiple bosses
- Harmonizing with your boss's work style

Managing Your Time & Work Flow

- Time managing & prioritizing your workload
- Email management, diary management and Minuting Tips
- Techniques for improving your work flow
- Understanding your team

Understanding Project Management Processes

- The project management process
- Identifying & off-setting risks
- Using timelines in event management
- Effective event management & party planning tips

Communication Skills – Getting What You Want From Others

- Dealing assertively with managers
- Communication skills and body language
- Verbally presenting your ideas to management
- Writing to influence management

Problem Solving & Win-Win Negotiation Strategies

- Practical problem solving techniques
- The rules of negotiation
- Identifying what the other party needs from you
- Practicing win-win negotiation

-Topics That Will Be Covered-

Releasing Your Managerial Potential

- You and your personal brand
- Strategies for maximizing your performance appraisal scores
- How to identify tasks that add value to your role
- Managing PA stress
- Goal setting: writing a personal development plan