

# Bitesize Workshops

*We would be delighted to support your networking and training events. The following will give you a flavour of the topics we can deliver - each topic makes up a 45-60 minute session.*

## ***“It’s all about Rapport”***

- Introducing and reinforcing the key elements of rapport
- Recognising when you are in and out of rapport
- Practising techniques to create and maintain successful working relationships and communication channels with your management team
- Active listening – polishing your listening skills as a vital aspect of communication

## ***“If you believe you can or believe you cannot, either way you are likely to be right”***

- Exploring beliefs you hold that can ensure or sabotage your success
- Recognising “enabling” and “limiting” beliefs that are crucial for your overall success
- Developing flexibility in order to change limiting beliefs to promote assertiveness, motivation and confidence in your office environment
- Discovering your fears and developing strategies to overcome them
- Utilising the benefits of curiosity versus judgement
- Implementing assertiveness models and techniques
- Maintaining boundaries – the art of the “no”

## ***“It is not possible to not communicate”***

- Understanding of how we make sense of our world and the preferred communication style and language of yourself and your management team
- Seeing, hearing and feeling your world – how our senses determine our language and communication style
- Developing flexibility in your language to ensure optimum lines of communication
- Understanding the barriers to successful communication and employing techniques to overcome these

## ***“The person with the most flexibility has the most influence over any interaction”***

- Recognising the need for flexibility in our thinking, behaviours and language to be an influential and valued member of our organisation
- Understanding different questioning techniques

- Building a portfolio of effective questions
- Successfully applying outcome thinking to identify and achieve what you and others need and want to achieve
- Putting forward your proposals with impact
- Identifying different personality and behaviour patterns in yourself and your team and the language sets associated with these
- Using influential language to successfully manage, delegate and optimize your working relationships

### ***“Message received loud and clear . . . .”***

- Identification of the communication model
- Understanding of how we filter messages
- Understanding the barriers to successful communication and employing techniques to overcome these
- Understanding the importance of non verbal communication

### ***“How do we know what we don’t know?”***

- Introduction of Johari’s Window as a model for creating rapport
- Understanding when and what to share
- Understanding different questioning techniques
- Building a portfolio of effective questions

### ***Decisions, Decisions . . . .***

- Identifying the criteria we have in place for making decisions
- Creating a hierarchy of criteria
- Introduction of an effective model for use when faced with decision making
- Understanding of how we can support and influence others decision making

### ***The Language of Leadership***

- Understanding how to tailor your language to the person you are leading
- Learning and implementing the art of being “artfully vague”
- Putting into practice the “yes set”
- Ensuring you use Towards language
- Tapping in to the key elements of rapport to lead with impact

### ***Dealing with Difficult Behaviours***

- Understanding the four main behaviour types
- Exploring how to work most effectively with each behaviour

- Implementing strategies to ensure you can deal with difficult behaviours and situations effectively including the ESP & AIDA models

## ***Patterns, Motivations and Bus Stops!***

- Exploring the different behaviour patterns and what motivates us
- Identifying and utilising language patterns associated with our behaviours
- Understanding that we all have a different “starting point” and “bus stop”

## ***Neuro Linguistic Programming***

- Introduction of Neuro Linguistic Programming as the basis for learning
- Understanding of where NLP came from and what it means
- Identification of the constituent building blocks of NLP
- Exploring NLP in relation to the role of the admin professional and your everyday life

## ***...and breathe***

**At this fun, interactive session, Your Excellency’s Wellness Associate Louise Lloyd will introduce you to techniques to ensure you stay energised, focused and centred in the office environment. Posture, breathing and leading edge thinking will be introduced.**

### ***The HELLO strategy to Networking***

You’re about to enter a room of 40 unfamiliar faces for a networking event Hands up if you’ve got butterflies in your stomach? If you’re daunted by the idea of networking or want to brush up your networking skills, let me introduce you to the HELLO strategy – 5 simple and memorable tips and tricks to put in to practice to ensure:

- You have a clear idea of what it is you want to get out of a networking event
- You arrive in to that networking room with energy, confidence and a willingness to learn from others
- You create the right lasting impression on those you meet

### ***Why saying “no” is an absolute “yes” for the busy PA***

- The Helpful PA – what this really means
- How to maintain your work boundaries
- What the benefits of saying “no” are
- The 6 different ways of saying “no”
- How to deliver your “no” message with impact

### ***Act your shoe size, not your age***

At this fun, interactive session you will be introduced to the Competency Learning Ladder and psychological theory that you can access in order to “act your shoe size and not your age” to optimise every learning opportunity!

### ***Emotional Intelligence for the PA***

Explore Emotional Intelligence – what is it, how does it apply to you in your PA role and how to put strategies in place

***The What, Why, When, Where and Who of Continuing Professional Development (CPD)***

Understand the what, why, when, where and who of CPD and the value it will add to your EA/PA career

We also run training based on Lindsay Taylor's book "[A-Z Pearls of Wisdom for Executive PAs](#)" – each chapter can act as a standalone 45/60 minute session

A is for Assertiveness

B is for Beliefs

C is for Communication

D is for Delegation

E is for Empathy

F is for Feedback

G is for Gatekeeper

H is for Helpful

I is for Imagination

J is for Juggling the demands of more than one boss

K is for KISS

L is for Listening

M is for Me Time

N is for Neuro Linguistic Programming

O is for Opinionated? It's a matter of opinion

P is for Perceptual Positions

Q is for Quality Questions

R is for Red Lorry, Yellow Lorry – how to work quickly & efficiently without getting tongue tied

S is for Something to be learned from every situation

T is for Time

U is for Understanding your Power as a PA

V is for Voice

W is for Wellbeing

X is for X marks the spot : how to uncover your own personal treasure

Y is for You

Z is for Zealous