

# Principles of Persuasion & Influencing Skills for Administrative Managers

15<sup>th</sup> June 2017 – London

17<sup>th</sup> November 2017 – London



**Do you want to develop your persuasion and influencing skills? Do you want to understand and work with different communication styles? Do you want to more effectively achieve your goals?**

This interactive one day training course provides you with the know-how to persuade and influence in the workplace. You will be able to more effectively communicate with your team members and heighten your effectiveness and efficiency.

## Benefits of the Training

At the end of this training, you will be able to:

- Define persuasion and influence
- Understand the key elements of communication and how you can tailor your message to different working styles
- Explain the link between self esteem and persuasion
- Employ self-esteem building strategies
- Build a portfolio of effective questions and influencing techniques



This training course is a Unit of IQ/IAM Level 3 Award in Professional PA & Administration Skills. By attending 5 one day courses and completing written assignments, you can achieve this Qualification. This training can also be attended as a standalone training day and delivered inhouse to your team of administrators.

## About Your Excellency

Your Excellency Limited is a leading edge and friendly organisation. We make learning and understanding fun with interactive sessions that introduce you to new concepts and terminology. We use real-life scenarios and case studies which you can apply your newfound knowledge to.

We offer 2 PA/Admin Qualifications to support your growth and development. The IQ/IAM Level 3 Award in Professional PA & Administration Skills is made up of 12 one day courses that can be attended as standalone training options. The IQ/IAM Level 4 Certificate in Office & Administration Management is made up of 4 two day courses that can be attended as standalone training options.

## About your Trainer

Lindsay is a former EA with first-hand knowledge and experience of the admin profession. As a global PA Trainer, Coach and Author, Lindsay understands the diversity and challenges of the role. She introduces new learning with energy and passion.



Creating the *"Difference that will make the Difference"*  
for you, your team and your organisation



This training is a Unit of IQ/IAM Level 3 Award in Professional  
PA & Administration Skills  
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### **What people say about us**

*"I had the pleasure of attending a training course with Your Excellency in Dubai – it was an enjoyable, interactive and highly beneficial experience. I have already been able to make use of what I learned. I would definitely more than recommend Your Excellency to give you a training experience that is out of the ordinary."*

**Office Manager,  
National Research  
Foundation, UAE**

*"Thank you very much for delivering a thoroughly detailed and well planned course which kept me engaged throughout. Honestly, it was one of the best courses I've attended in some time and it was all down to your execution!"*

**PA to HNWI, London**

*"Lindsay exudes friendly professionalism. It is evident she has a real passion for the PA profession and is hugely knowledgeable in best working practices. She shares instantly useable skills in a down-to-earth manner."*

**EA, London Legal Firm**

[www.yourexcellency.co.uk](http://www.yourexcellency.co.uk)