

The Definitive Personal Assistant & Secretarial Handbook



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Reviews

Absolutely essential read through ebook. Better then never, though i am quite late in start reading this one. Your life span will likely be change once you total reading this article pdf.
(Jody Veum)

THE DEFINITIVE PERSONAL ASSISTANT & SECRETARIAL HANDBOOK

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Kogan Page Limited/Viva Books, 2010. Softcover. Book Condition: New. First edition. There has been a revolution in the office environment and today's PA or Secretary is a multi-skilled, dynamic member of the management team. The demands of the job are now huge. The definitive Personal Assistant and Secretarial Handbook is the ultimate guide for all management assistants, PAs, secretaries and executive assistants. Written by a former Times Creme PA of the Year, it deals with every aspect of these vital administrative roles and the wide range of skills they require, including: ? relationship management; ? communication, listening and questioning skills; ? organising meetings and events; ? confidence, self-belief and goal setting; ? the secrets of body language; ? coping with pressure and stress; ? dealing with difficult people and managing conflict; ? time management and personal organization; ? presentation skills; ? networking. The Definitive Personal Assistant and Secretarial Handbook is set to become a bible of all assistants worldwide. Comprehensive and accessible, it will help you to maintain a professional image and achieve resounding success in your career. Contents: Introduction ? Relationship Management ? Understand yourself before you try to understand others ? What the boss-assistant relationship means to your health and well-being ? Image, perception and first impression ? Managing your state of mind ? The handshake ? Professional image ? The beginning of a business relationship ? What is expected of each other: setting down the parameters ? Working styles ? Constant communication ? Assumptions ? Be proactive, anticipate needs, be prepared and exceed expectations ? Be accountable: take pride in a high standard of work ? Empathy ? Honesty and integrity ? Trust ? Office politics ? How to manage your boss? Communication Skills ? Body language ? Visual, auditory and kinaesthetic ? Matching and mirroring...



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