

Today's PA



Your career...Our passion

New Boss?

the first week is the hardest

Perfect emails NOW!

**GET 120 MINUTES OF
YOUR LIFE BACK
- every day**

PA ACADEMY

the event of the year

SHOCKING DISCOVERY

so that's why my minutes were useless

Red Hot rules of good time management • Make my day - Stopping interruptions

Welcome

Today's PA is where PAs and other office professionals who want to excel in their roles discover how to become brilliant, get more out of their jobs and achieve the recognition and rewards they deserve.

I started **Today's PA** with a clear vision: to take my own experiences as a PA, office manager and business director and create training courses that meet the real-world needs and aspirations of hardworking people like you. We only use trainers who have also based their skills on sound experience as PAs themselves and who are outstanding and enthusiastic communicators.

A **Today's PA** training course will not only help you do your job better, it will also show you how to manage your colleagues and their expectations of you. Equipped with our knowledge and skills, your working life will become easier and more successful - and enjoyable - than you could ever have imagined.

Take control of your career today and book yourself onto one of the carefully-prepared courses and workshops in this brochure. We look forward to sharing our passion for your career with you.



Paul

Paul Pennant MIQPS, PG Dip



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“These courses are tailor-made to hit the mark with experienced PA’s and those who are new to the job. The training is a mix of real life experiences and innovative training techniques alongside tried and tested methods. Participants leave with a real sense of achievement and an action plan to do things differently as soon as they return to the office. I wish I had this course at the beginning of my career.”

Pam Aitcheson FIQPS, Royal Bank of Scotland

“Would recommend the course to any PAs. I had been searching for a good PA course – this was just right. It covered all the points I hoped it would. I really enjoyed the course and will definitely be putting the ideas into practice. Great trainer and great materials.” Reese Sansom, Girlguiding UK

“Regardless of whether you’re an experienced PA wanting to learn a few new tricks or you’re looking to get your first PA role, I would highly recommend the ‘Today’s PA’ training course. It is full of practical tips and advice as well as assertiveness exercises and is a great confidence booster.

I came away with the belief that I should be earning more money and, more importantly, the confidence to ask my boss to pay me more money; a conversation that I’m pleased to report went very well indeed!”

Jharda Walker - Waggener Edstrom



todayspa.co.uk

your career, our passion

Today's PA

Today's PA is our flagship course for PAs; a two-day workshop that will help you shine, as you realise the critical part you play in your organisation's success and how you can give your career a boost as well.

Workshop outline

Over two days, we give you the knowledge and tools to ensure you become the indispensable aide and business associate your manager needs – so much more than a secretary. We also make sure you begin to appreciate your real worth - not just to your manager and yourself, but to the whole organisation - and arm you with the confidence and assertiveness necessary to be not just good at your job, but brilliant.

“Confidence is sky high and I have used the ‘No’ word – extremely good”

Helen Smart, Honda

Who is this workshop for?

As a PA working in the shadow of someone important and busy, it's difficult to avoid your own needs and aspirations being overlooked – by you and others. But no other role in business places so much reliance on the absolute capability of one person to provide unwavering and comprehensive support to a senior executive. **Today's PA** workshop is designed by successful PAs, for PAs, so rest assured – it will be the most career (and even life) changing two days you will spend. The rewards for this fresh, new approach to your role and the enhanced outlook on your career and life it delivers, will quickly become apparent in the weeks and months following the course.

Workshop content

The six key objectives of the workshop are designed to help you:

- Understand your manager's drivers and needs - totally
- Manage your relationship with your executive – brilliantly
- Understand your importance to the success of the organisation - completely
- Realise your strongest asset in your demanding role – yourself
- Learn how to take the initiative and become assertive – outstandingly
- Enjoy your senior position and be recognised and rewarded for it – richly



This course entitles you to **15% discount off further Today's PA courses**

Minute Writing Made Simple

After this one-day workshop, you will not only know how to write minutes that are beyond reproach, you will even enjoy doing so! And that's a promise.

Workshop outline

There's a lot to cover for what seems like a simple subject, but the standard 'Minute writing made simple' workshop lasts one day. This workshop is a fast-moving but in-depth look at getting the most out of meetings, particularly the minutes. There is also an extended, two-day version to cover certain areas in more depth and allow one-to-one interaction with the trainer.

Who is this workshop for?

Taking minutes is a task not just confined to secretaries and PAs. Anyone who gets charged with taking minutes and wonders how to do it properly will benefit.

Workshop content

- Enhance your listening skills to ensure you hear all key points
- Improve the layout and grammar of your minutes for greater clarity
- How to maintain your concentration during the meeting
- Improve your note taking, with a variety of methods to suit your style
- Manage all stages of preparing, holding and following up a meeting
- Much, much more

"Lovely venue, relaxed and enjoyable training session, extremely well delivered. I felt much more confident, and prepared to tackle the toughest of meetings!"

Angela Trevithick,
National Childbirth Trust



Managing Successful Events

Organising any event, from a small luncheon to a divisional conference, can be very time consuming. We show you how to make a success of any event you organise and still complete the rest of your work.

Workshop outline

Whether managing an event and all related logistics from start to finish yourself, or bringing in external service providers, your responsibility for an event means you want to be confident of a successful outcome. The course covers every aspect of organising and managing an event and ensuring that not only is it a complete success, but that you get full credit for it.

Who is this workshop for?

Anyone involved in organising or managing business or social events at their place of work or other venues.

Workshop content

The workshop is comprehensive and full details are on our website, but key points covered include:

- Getting the right information from your manager
- Ensuring the event is on the right day and time of month
- How to organise your time and produce a check list
- How to find information for the event, including venues
- Managing and increasing your budget
- Dealing with invitations and follow-up
- And of course, much, much more

“I would like to thank you for the course, I can honestly say I don't think I have ever enjoyed one as much as this”

Sandra Palmer,
West Berks Council



PA Academy

Today's PA workshop is phenomenally successful. So we've expanded it into the brand new 'PA Academy' to give novice and experienced PAs the ultimate total immersion course for their profession.

Workshop outline

Over five intensive, but highly-varied and at times fun-packed days, the trainers will impart every aspect of their accumulated wisdom acquired from their own experiences as PAs.

Who is this workshop for?

Ideal for those embarking on the role of PA, the comprehensive nature of the PA Academy means there will be elements familiar to the more experienced, but as the course builds and expands on the content of the **Today's PA** workshop, even battle-hardened PAs will find rich seams of new material to mine.

Workshop content

There's no space in this brochure to describe more than a fraction of what the PA Academy will cover, but these are the main topics.

- Minute writing made simple
- Assertiveness and interruptions
- Managing your manager
- Presentation skills and etiquette
- Microsoft Outlook master class
- PowerPoint, Word and Excel top tips
- Project Management

"I walked out feeling more confident, empowered, motivated, competent and less stressed than I have ever felt. I could not wait to get into the office."

Joanne Mayes, Pharmorphix



Microsoft Medley

Microsoft's Office suite of applications is ubiquitous, but most people use only a fraction of its power. We will open your eyes to the many ways in which the Office family can make your life a whole lot easier.

Workshop outline

Microsoft Outlook, Word, Excel and PowerPoint are all familiar to office professionals and are all useful, but usually in fairly limited ways. This workshop will change all that by unlocking the many time and labour-saving features built into the applications. We will also show you how routine and humdrum tasks can be automated so your computer does the hard and boring work, not you.

Who is this workshop for?

Anyone who makes daily use of MS Office applications and wonders if there is any way to make their life simpler and easier.

Workshop content

Here's a good example of how Office can take some of the load off your shoulders: your boss has asked you to invite 1,000 people to the Christmas party – how are you going to do it? Easy: enable Outlook's voting buttons in the invitation email, creating separate folders for 'Accept' and 'Decline' replies and setting up rules to divert the responses into the right folders. Autoreplies can also be set up so 'Accept' replies are sent an email with venue, map and timing details, while 'Decline' replies are sent a simple 'Thankyou' – and once this is set up, which is easy to do, you don't have to lift a finger.

In a packed day, full of surprises, we will show you similar tips and tricks for getting more out of the other Office applications too, so your PC truly becomes your slave, instead of the other way round!

"I used Outlook before attending the course, but was taught advanced Outlook skills, which have helped me enormously, and basically finding tasks that I felt overburdened with before, so much easier to action and clear from my desk."

Jasmine Cleathero, MOD



PA - The Project Manager

Q: When is a task not a task? A: When it becomes a project.

This workshop will show you how to prevent projects from taking over your life and how to make a shining success of them.

Workshop outline

As most PAs know only too well, what seemed like a simple task (at least to your boss) when you were given it, can easily turn into a project, gobbling up your time, as well as resources. If you need to be more effective in managing your tasks and projects and want to feel more in control of involved colleagues and deadlines and get help from project planning tools, then this two-day workshop for non-Project Managers is for you!

“Accomplishing the impossible means only that the boss will add it to your regular duties.”

Doug Larson

Who is this workshop for?

Anyone who isn't experienced or trained in project management or for whom the management of projects is not their primary function.

Workshop content

In addition to working in pairs and small groups on a range of exercises, there will be opportunities for individual guidance if required. You will also be able to review and discuss your own projects with an experienced Project Manager.

Key topics that will be covered include:

- Developing an understanding of project manager skills and processes
- Understanding the project 'life cycle'
- Defining project objectives and creating a communication plan
- Project scheduling and resource planning
- Roles and responsibilities
- Tracking and project reporting
- Problem and issue management
- Measuring the success of your project
- Project sign off and closure



PA - The Presenter

If the idea of delivering a presentation yourself gives you the shivers, this workshop will bring you into the spotlight with confidence and help you prepare and deliver knockout PowerPoint presentations as well.

Workshop outline

Like all of our courses, this one-day workshop is intensive but with elements of fun, so that the valuable lessons learnt are easily recalled on return to the workplace. Say goodbye to 'Death by PowerPoint' as you discover how to create and deliver attention-grabbing presentations that will really have your audience sitting up and taking notice.

Who is this workshop for?

Anyone who needs to know how to present themselves and their information professionally.

Workshop content

Making an effective presentation isn't just about creating some funky slide transitions in PowerPoint – although that can help – it's also about you and how you look and project yourself. We take you through the dress code, body language and etiquette you need to observe, to ensure you look as sharp as your material and exude professionalism and confidence. During the day we will also walk you through the very best that PowerPoint has to offer, so your presentation looks right up to the minute and avoids the cheesiness that has delegates slumping into unconsciousness before you get to slide four.

“The human brain starts working the moment you are born and never stops until you stand up to speak in public.”



And the rest...

The workshops and courses on the preceding pages are the most popular of the wide range available from **Today's PA**.

Other regular courses we hold cover more subjects that affect office professionals every day:

- Time After Time - time management
- Make My Day – being more assertive
- Hanging on the Telephone - telephone call handling skills
- How Can I Help You? – receptionist training
- Don't Forget to Write - writing for business
- Tact and Diplomacy – handling difficult conversations
- Don't Stress Me - throwing away the stress
- Taking Control – the PA in supervisory roles
- Expand Your Horizons – coaching for PAs
- Remote Control – working as a virtual PA

We think we've covered all the bases, but as a young, successful and fast-growing company we're always experimenting with new concepts and material and evaluating ideas for new workshops.

We love feedback about our workshops and suggestions for new ones, especially from people who've been on them. If there's an area of your working life where you feel you could benefit from some additional training and you can't see a **Today's PA** workshop that covers it, then please let us know.



Other Information

'Flying Doctor' Service

This service is both a complement and an alternative to the

Today's PA workshop. Our powerful, one-day, 'flying doctor' service is the distillation of all the knowledge and wisdom accumulated from running many **Today's PA** courses and meeting and working with PAs from diverse backgrounds. Our consultant visits your office to meet both PA and manager, separately and jointly, in order to help them work more effectively together.

The consultant then spends most of the day with the PA and finishes with a three-way meeting to agree action plans.

Open Programmes

Our open workshops, which cover many areas of skills development, are delivered at Regents College Conference Centre in London, a very conducive venue for memorable learning.

Advantages include cost effectiveness – these are 'off the shelf' programmes and you pay one fee per delegate. There is also the added benefit of networking and sharing knowledge and experiences with people from other organisations.

At your venue

To make learning solutions even more cost-effective and easily accessible to staff, we can deliver any of our open or bespoke programmes at your own premises. We are experienced in delivering training nationwide and can help you source a venue if you have no in-house facilities.

Bespoke Courses

Alongside our open programme, we offer bespoke courses tailored to your organisation's learning needs. We will meet with you to explore your exact requirements and then design a learning programme to meet them. We will deliver the programme and evaluate its effectiveness for you. We can also train your own trainers to deliver future programmes.

Discounts

A range of discounts is available for volume bookings and registered charities.

Call **020 7622 2400** for details.

Desk Demon gets new 'Agony Uncle' – indigo's Paul Pennant

Visitors to **DeskDemon.com**, the UK's most popular information community for secretarial staff, can now pour their hearts out to the site's new 'Agony Uncle' - indigo MD, principal trainer and former senior PA, Paul Pennant. Paul welcomes questions on any aspect of working life and issues faced by today's PAs and other office professionals and promises to answer your questions as helpfully and sensitively as possible.

Terms & conditions

5 easy ways to register:

Phone

020 7622 2400

Online

www.todayspa.co.uk

Email

enrol@todayspa.co.uk
(Please include name & postal address, session & date you wish to attend)

Billing information:

Fax

020 7622 2400

Post

Today's PA,
52 The Warwick Building
Chelsea Bridge Wharf,
366 Queenstown Road,
London, SW8 4NJ

Programme description

We reserve the right to change course content or trainer, in line with market demands.

Fees

All fees are correct at time of going to press.

Substitution

Attendee substitutions can be made at any time by calling 020 7622 2400.

Payment

Payment can be made by cheque, credit/debit card or BACS. Payment must be received before the course date or 14 days from the invoice date, whichever occurs first.

Cancellations

The following charges will apply in the event of attendee cancellation:

- 29+ days before a course – 20% of course fee
- 15-28 days before a course – 50% of course fee
- 1-14 days before a course – 100% of course fee

Today's PA is an operating division of Indiquo Ltd – www.indiquo.co.uk



Booking form

Participant details

Title	First name	Last name
Job title		
Email	Phone	

Organisation details

Name	
Address	
Postcode	Phone

Send invoice to (name and address if different)

First name	Last name
Address	
	Postcode
Email	Phone

Booker details (if different)

First name	Last name
Position	
Email	Phone

Payment details (Please tick)

<input type="checkbox"/> Cheque enclosed	<input type="checkbox"/> Invoice requested	<input type="checkbox"/> Purchase order number
<input type="checkbox"/> BACS Paymenta	<input type="checkbox"/> Credit card	

Card number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Expiry date	<input type="text"/>	<input type="text"/>	Issue number (Switch)	<input type="text"/>	<input type="text"/>	Security code	<input type="text"/>	<input type="text"/>	<input type="text"/>

Account name

Cardholder signature

"Since Jasmine attended the course, I have been overwhelmed by the difference in her performance from day one. She has helped me achieve my objectives in a calm, effective manner and she does not seem to rush around as before, and is not fazed by any work I require – and she will question me if necessary, which is very refreshing. She has the answers at her finger tips and is in control and business like – I am very impressed that a two day workshop could have so much effect."

Lt Col Wren - Chief of Staff at Headquarters Recruiting Group, MOD

Our delighted clients include:

2012	Duchy of Lancaster	NHS
ABN AMRO	European Business School	NME Music
Alliance & Bernstein	Ford UK	npower
American Golf	GLA	officebroker.com
AMT Coffee	Heathrow Partnership Ltd	Pfizer
AXA Sunlife	Hermes	Premier Oil
BAE Systems	Home Office	Princes Trust
Bar Council	Honda UK	QinetiQ
Barclays	IPC Media	Refuge
BBC	KFC	Research International
Berkeley Homes	Legal & General	RFU
Boots	Lehman Brothers	Royal Bank of Scotland
British Library	Liverpool Victoria	Selfridges
Brunel University	Liz Earle Cosmetics	Sport England
Cancer Research UK	MITIE	Surrey Police
Carphone Warehouse	MOD	TOTE
Chartered Institute of Housing	Mouchel Parkman	Turner & Townsend
Credit Suisse	Natural History Museum	UBS
Defra	New Zealand Embassy, Milan	UNICEF
DLA Piper	Newcastle College	Waggener Edstrom

For more information or to book a course call us on 020 7622 2400