

The PA Revolution

Are the best PA's and Secretaries born or made?

We can help you become a high-powered personal assistant!

The PA Revolution course has consistently achieved delegate ratings of 90+% during the past 24 months, making it the Top PA course in South Africa.

Past attendees have received sensational bonuses from their bosses after attending this course. Finally a world-class PA course given by a world-class PA.

What Makes this Course Different?

Real-World Knowledge - Other PA courses are run by people who have never spent a day in their lives as a PA. Honestly the facilitators don't have a clue what a successful PA does. This course is run by one of the best PA's in the business.

Experience the difference today.

There are courses and then there are Dawning Truth courses. Contact us today to discover training like you have never seen before.



"Tracy Lucas sets the benchmark for what an Executive Assistant should be. She has developed a reputation for service excellence which has been noticed at the Highest Levels of our organisation. If you want to know how to be a top notch Executive Assistant, I can think of no better person to teach you than Tracy Lucas."

Hendrik Oppermann
Former Executive Group Operations

Given insight into how I "should" be. Given by a PA.

Bronwen Wilkins – ARUP (**Overall rating: 10/10**)

I came here as an administrator and with the knowledge I got, I am a PA. Changed my way of looking at things. Good trainer. It's good for your career growth.

Yandiswa Magwevana – Health Systems Trust (**Overall rating: 9/10**)

EXECUTIVE

MANAGEMENT

SALES

ADMINISTRATIVE

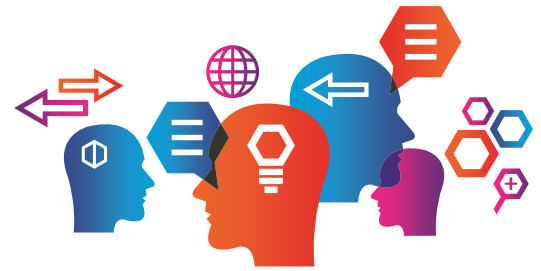
FINANCE



DAWNING TRUTH TRAINING
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WWW.DAWNINGTRUTH.CO.ZA

THE PA REVOLUTION

The PA Course by PA's or PA's



Dawning Truth has been helping people change their lives for over 10 years. Over 2 000 000 people have been touched by our services across 165 countries. Some of our local customers include Hewlett Packard, Alexander Forbes, Autopage and the South African Reserve Bank.

What you will Learn:

Day 1

Fundamental Skills

- Inbox Harmony
- The Secret Art of Diary Management
- Effective screening
- Strategic Timekeeping
- Highly Productive Meetings
- Attentive Minute Taking
- Board Packs, Agendas and Action Items
- Phone Etiquette
- Effective Communications

Days 2-3

Emotional Intelligence

- Why Emotional Intelligence
- The 4 Emotional Intelligence Competencies
- Social Awareness
- Core Emotional Intelligence Skills
- The 4 Expressive Emotions
- Building Trust with your Boss
- Boundaries - Guiding Principles
- Establishing Boundaries
- Red Flags when Establishing Boundaries

Driving the Business

- Know the Business
- How to Understand the Business
- Decisions and Trust
- Decision Making
- What you can decide? When to defer?
- Important Decisions PA's make

PA Project Management

- How are Projects Structured
- How to create a Basic Project
- Essentials of Project Management

Customer Care

- How to Apply Emotional Intelligence to Customer Care
- How to deal with irate customers
- Resolving complaints in a balanced and fair way
- Customer care best practices

Political Sensitivity

- The PA's role in office politics
- How to apply Emotional Intelligence at the Office

- How to handle your Bosses
- How to handle other managers who aren't your Boss
- How to build a power network - to get things done
- How to create an Executive Presence
- Power Dressing

Duration: 3 days

Opened up an environment I never knew was important in my role. It centres on the core importance of a PA. The course will be a mind opener.

Julie Hill – Hewlett Packard (overall rating: 10/10)

[Watch Buli Mzileni](#) (2min 41s)



<http://www.dawningtruth.co.za/buli-mzileni-executive-pa-course-testimonial/>

Contact US TODAY to book your next Training Course

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