



UPGRADE YOURSELF

DAY 1

Module 1 – The Connection Economy and the assistant's role

- * *What is the Connection Economy?*
- * *How will this Fourth Industrial Revolution change the world of work?*
- * *What will the impact be on our profession?*
- * *What will be the key attributes for success in the future?*
- * *Trends to watch : AI, Big Data, Digital Nomads...etc.*

Module 2 – Building a Powerful Brand

- * *What is a Personal Brand and why does it matter?*
- * *How do you clearly define your brand? Create a brand story*
- * *Steps to enhance your brand*
- * *Your brand, your manager's brand and the company brand – being a custodian of brand value*

Module 4 – Brain Basics

- * *How does your brain respond to fear?*
- * *Why do we back away from challenge?*
- * *How do we learn?*
- * *Dealing with overload and overwhelm?*
- * *What happens when your brain is under stress and how does one cope?*

Module 5 – Boost Your Personal Productivity

- * *We all face time and resource constraints*
- * *How do you get more done with less?*
- * *How to differentiate between urgent and important?*
- * *Practical steps for enhancing your productivity*

Module 6 – Collaboration

- * *Collaboration will be critically important in the future*
- * *Collaboration makes business sense*
- * *How do we collaborate successfully?*
- * *How do we create a collaboration culture?*

Module 6 – Customer Care is EVERYONE'S job!

- * *Own your customer, be their champion!*
- * *Dealing with difficult customers*
- * *Going the extra mile and being service orientated*

DAY 2

Module 7 – Communication in the Modern World

- * *How has technology changed the channels and speed of communication?*
- * *What are the major trends?*
- * *How will modern professionals need to adapt?*

Module 8 – Effective Presentation Skills : The Confidence to speak in public

- * *Learning how to speak in front of people*
- * *Avoiding death by PowerPoint*
- * *Expert Tips*
- * *Practical experience*

Module 9 – Assistants as early adopters and change champions

- * *Understanding the stages of Change*
- * *How to manage change personally and support your team during transitions*
- * *Taking the stress out of new software and systems by collaborating*

Module 10 – Networking for success

- * *Why you need to network?*
- * *How do you network online and where?*
- * *How do you network in the real world?*
- * *Your network = your net worth*

Module 11 – Getting Focused

- * *Planning ahead*
- * *Time Management*
- * *Getting organised*
- * *Reducing the multi-tasking/distractions and noise*
- * *Switching off and being present*

CONCLUSION AND WRAP UP OF THE EVENT