



The Definitive Personal Assistant & Secretarial Handbook: A Best Practice Guide for All Secretaries, PAs, Office Managers and Executive Assistants

Sue France

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Written by a former Times Crème PA of the Year, this new edition of The Definitive Personal Assistant and Secretarial Handbook is the ultimate guide for all management assistants, PAs, secretaries and executive assistants. Administrative personnel in today's workplace hold an immense influence, not only on their bosses' performance, but also on the running of the whole organisation.

This best-selling book is the only resource needed to excel in one's role as an assistant, outshine bosses' expectations and go up the ladder. Placing special emphasis on career development and learning, it provides help and advice on the skills necessary to progress in your career. Along with a chapter to share with your boss for a more fruitful working relationship, it includes help with time management, networking, relationship management, communication and confidence. Now with a new chapter on how to use neuroscience tools to coach yourself through your weaknesses and primed behavioural traits, it also contains even more practical help with minute taking, telephone and mobile communication etiquette and presentation skills. With free downloadable online resources to aid the day-to-day running of your office, this comprehensive and accessible guide will help you keep your finger on the pulse and maintain your professional image.

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