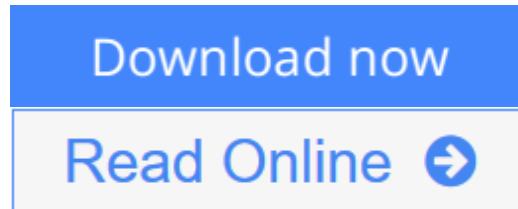


The Definitive Personal Assistant & Secretarial Handbook: A Best Practice Guide for All Secretaries, PAs, Office Managers and Executive Assistants

By Sue France



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

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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Review

"[A]n excellent introduction to many fascinating subjects that many secretaries and personal assistants should know about...[A] credible, powerful compendium."

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Management assistants, personal assistants, secretaries and executive assistants

"Exceptionally well written, organized, and presented, "The Definitive Personal Assistant & Secretarial Handbook" is as complete and comprehensive as it is informative and 'user friendly'. Very highly recommended for personal, professional, corporate, community, and academic library Business Studies instructional reference collections."

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About the Author

Sue France has over 30 years of experience as a secretary and personal assistant. She was the UK National Training & Development Officer for European Management Assistants (EUMA). She presents at PA conferences throughout the world, and is also involved in training and coaching PAs and secretaries.

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