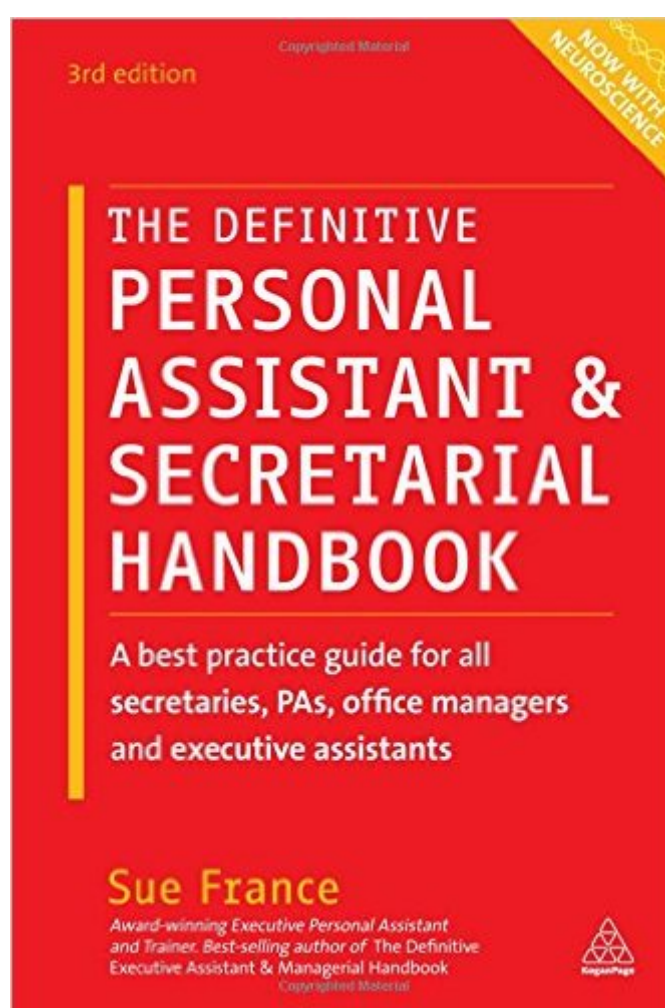


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# The Definitive Personal Assistant & Secretarial Handbook: A Best Practice Guide For All Secretaries, PAs, Office Managers And Executive Assistants



## Synopsis

Placing special emphasis on career development and learning, *The Definitive Personal Assistant and Secretarial Handbook* is the ultimate guide for all management, personal and executive assistants, and secretaries. Sue France covers all the skills needed to progress one's career, offering advice and help with time management, networking, relationship management, communication, and confidence. This third edition includes a new chapter on how to use neuroscience tools to work through personal weaknesses and primed behavioral traits, and 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 an office, this comprehensive and accessible guide is the perfect desk companion to grow as a professional PA or office manager.

## Book Information

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## Customer Reviews

Unfortunately this book's title suggests that it may be overlooked by many, assuming instead that it is just a guide to word processing, answering the telephone and putting up with a challenging boss. Ignore it at your own risk - it is a lot more than that! It can be truly a definitive guide for a personal assistant or secretary and many others! When you glance at the chapter headings, you straight away get an idea about its potential and depth: using neuroscience to maximise your brain for excellence, relationship management, compassionate communication, confidence, self-belief and goal setting, ergonomics, perfect presentations and the list goes on. Oh, and a chapter to

share with your boss • for good measure too. As you read it, you soon discover that it is an excellent introduction to many fascinating subjects that many secretaries and personal assistants should know about. It is quite possible that they already know a fair bit of this stuff too, partially through trial and error, experience and perhaps latter-day education and continuing professional development programmes. Yet it is a credible, powerful compendium. There is a lot more to being a secretary than collecting dry cleaning and fetching coffee; in this reviewer's experience the position is one of the key roles in an organisation, knowing everything that is going on. It is not unknown for the same person to be better informed than the executive they serve! As well as top-rate office and administrative skills being necessary, knowing how to be a diplomat, nursemaid, peacekeeper and detective can help. This is by no means a dumbed-down book. Clearly it is abridged.

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