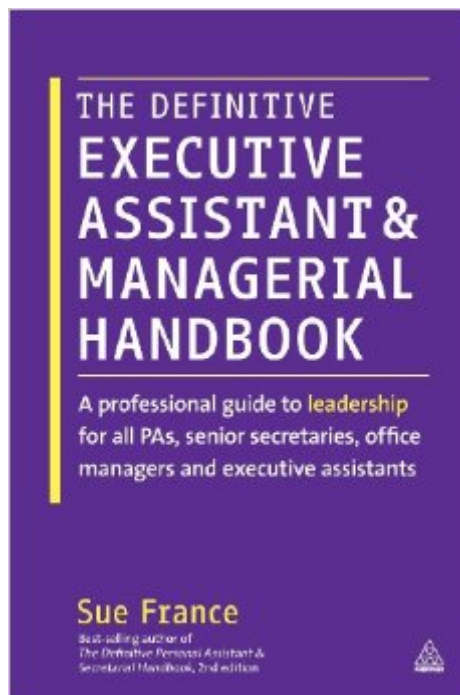


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# The Definitive Executive Assistant And Managerial Handbook: A Professional Guide To Leadership For All PAs, Senior Secretaries, Office Managers And Executive Assistants



## Synopsis

The role of the executive assistant has evolved to include taking on more managerial duties, project work and supervisory roles. Sue France, former Times Crème PA of the Year, provides best practice advice on meeting the demands of the 21st century administrative professional's role. The Definitive Executive Assistant and Managerial Handbook places a special emphasis on personal leadership development, offers a range of free downloadable online resources and covers how to:-build and manage a productive team-negotiate with style-manage projects confidently-recruit and induct other Assistants into a team-conduct a coaching session-detect and resolve demotivation -use NLP and emotional intelligence every day-successfully communicate with a range of different personalities With helpful tips from award winning assistants and industry experts, this book is the ultimate guide for ambitious assistants who want to improve their skills to advance their career.

## Book Information

Paperback: 264 pages

Publisher: Kogan Page (December 28, 2012)

Language: English

ISBN-10: 0749465824

ISBN-13: 978-0749465827

Product Dimensions: 6 x 0.5 x 9 inches

Shipping Weight: 14.9 ounces (View shipping rates and policies)

Average Customer Review: 4.3 out of 5 stars See all reviews (9 customer reviews)

Best Sellers Rank: #226,790 in Books (See Top 100 in Books) #26 in Books > Business & Money > Skills > Secretarial Aids & Training #52 in Books > Business & Money > Processes & Infrastructure > Office Management #1010 in Books > Business & Money > Job Hunting & Careers > Guides

## Customer Reviews

I am an entrepreneur/CEO, just hiring my first executive/personal assistant. To be honest, I'm a little uncomfortable with this process. I'm used to "doing for myself" and am not fully sure what to expect. I bought this and a few other "handbooks" to help me learn more about reasonable expectations for this position. This book -along with the author's companion handbook The Definitive Personal Assistant & Secretarial Handbook: A best practice guide for all secretaries, PAs, office managers and executive assistants- are the best! Other handbooks are really reference tools

for tasks such as: how to book travel, convert currency, or use MS Office. My assistant can search for those tips online and get much more current information in the process. So, I returned the other books, keeping only the two written by Ms. France. This book addresses important elements that I would have had to figure out as I go, such as acknowledging and mindfully developing the leadership roles associated with an exec asst. position. Already, I feel that learning curve has been cut in half! There are many more tactical tips for the execution of this role included, as well. I am using these books as communication/training tools for my new assistant and find them very useful! Of all of the resources I evaluated and/or purchased, Ms. France's books are the most relevant and practical for the needs of \*today's\* assistants and execs.

I recommend this book because it has been inspiring me in my career as Executive Assistant. It was the first book dedicated to Executive Assistants that I read. It made me see my work as a profession and myself as a leader. The amount of information in each chapter is well balanced, linking theory with practical tips and resources. For those willing to learn about Project Management, the book gives an overall understanding of the subject. In addition, it positions very well the assistant's role in the process. Sue wrote: "Project management is a key component of what assistants do for their organizations and in their personal lives too." You can read the chapters according to your needs and the improvement areas you want to focus on. The chapters are quite independent from each other. However, I would say that you need to go through the whole handbook to get the best output from reading it. I would say that this book has all crucial topics an assistant should know about in order to excel. As for example the chapters about Emotional Intelligence and Motivation. Again, I recommend it.

**Definitive Executive Assistant and Managerial Handbook** By Sue France  
Publisher: Kogan Page  
This book outlines in detail the essential elements of being an executive assistant. Like other handbooks by Sue France, it is a handy reference tool. This book however looks at the leadership elements that an Executive Assistant has, in organising and motivating staff, managing a boss, leading teams, performance management, leading projects, negotiation, and looking at change within an organisation. A great resource for office managers and executive assistants.

Excellent resource for any and all executive/personal assistants and those who are looking hire for that position. The book is well written and extremely easy to read. Keep it with you in your desk or download the ebook and refer to it when in need.

must have for ANY admin professional. tab it for easy reference, must have ON my desk.

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