



# The Definitive Executive Assistant and Managerial Handbook: A Professional Guide to Leadership for all PAs, Senior Secretaries, Office Managers and Executive Assistants

By Sue France

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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 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.

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### **Editorial Review**

#### Review

Executive assistants, senior secretaries, office managers, team leaders, supervisors, mentors and coaches

"Sue France understands that in a 'post-recession' corporate world, an assistant's leadership skills have never been so important to the success of both the businesses that they serve and their careers." --**Lucy Brazier**, Editor, Executive Secretary Magazine

"[A] useful learning aid and reference tool for personal assistants and other business administrators." --**getAbstract**

#### About the Author

**Sue France** has over 30 years of experience as a secretary and personal assistant. She is 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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