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COURSE BROCHURE

Assertive Behaviour and Personal Organising Skills Course for Secretaries

30 November – 4 December 2026
London

Assertive Behaviour and Personal Organising Skills Course for Secretaries

Ref: 675_25189 **Date:** 30 November – 4 December 2026 **Location:** London **Fees:** 5800 GBP

Assertive Behaviour and Personal Organising Skills for secretaries is a 1-week training course for executive secretaries and personal assistants who build a personal behaviour and organising plan. Executive offices now run on constant interruption, blended channels and rising expectations of discretion, so composure and order shape how leaders are served. Jupiter Prime Training presents this course on assertive behaviour and personal organising.

Why Assertive Behaviour and Personal Organising Skills Matter Now

Three forces shape the secretarial desk today. Leaders delegate more and decide faster, so requests arrive from several people at once and collide. Messaging, shared calendars and video calls blur the line between urgent and merely loud. Callers and visitors expect a calm, firm voice that protects the principal's time without offending anyone. A secretary who says no politely, stays calm and keeps a searchable workspace protects the office's reputation; one who cannot becomes a bottleneck. The course draws on the Eisenhower urgent and important matrix, the DESC script for assertive requests and the 5S workplace organisation method.

Who Gains Most from Assertive Behaviour and Personal Organising Skills

- Staff who guard a senior leader's diary
- Staff who answer the first call or greet the first visitor
- Staff who juggle requests from several managers sharing one support desk
- Staff who keep correspondence, files and desk materials ready for instant retrieval
- Staff who coordinate meetings and travel

Support pools serving a board or an executive floor gain most when several assistants attend together.

Assertive Behaviour and Personal Organising Skills Capabilities

Participants leave able to hold their ground with courtesy and to run a desk that stays in order on the busiest day.

- Distinguish passive, aggressive and assertive replies in live exchanges — the tone the principal wants projected
- Apply the DESC script to decline or renegotiate a request — colleagues competing for the same hour
- Regulate stress reactions using pause and reframe techniques — callers who escalate or complain
- Rank competing requests on the Eisenhower matrix — the leader whose priorities come first
- Design a desk and digital folder layout using 5S — anyone needing a document at short notice
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Build a personal behaviour and organising routine — the line manager reviewing support quality

Key Assertive Behaviour and Personal Organising Skills Terms

- Assertiveness — stating needs and limits clearly while respecting the other person
- DESC script — a four-part request structure covering describe, express, specify and consequences
- Emotional self-regulation — noticing a stress reaction early and choosing a measured response
- Eisenhower matrix — a grid sorting tasks by urgency and importance to decide what to do, schedule, delegate or drop
- 5S method — a workplace organisation routine of sort, set in order, shine, standardise and sustain
- Broken record technique — calmly repeating a key message until a persistent caller accepts the boundary being set

Assertive Behaviour and Personal Organising Skills Day by Day

Day 1: The Assertive Secretary

- Passive, Aggressive and Assertive Styles — Which Reply Protects the Principal
- Personal Rights and Boundaries Inventory — Where Limits Need Stating
- Body Language and Voice Tone — How Firmness Reads to Visitors
- I-Statements in Daily Exchanges — Raising Concerns Without Blame
- Self-Assessment of Response Habits — Which Patterns to Change First

Day 2: Composure Under Pressure

- Stress Trigger Mapping — Which Moments Provoke Hasty Replies
- Pause and Reframe Techniques — Regaining Calm Before Responding
- Receiving Criticism From Managers — Separating Feedback From Feeling
- Recovery After a Tense Encounter — Restoring Focus for the Next Task
- Resilience Habits for Long Days — Sustaining Energy Across the Week

Day 3: Difficult Callers and Visitors

- Caller Behaviour Types — Choosing the Right Opening Line
- Broken Record Technique — Holding a Boundary With Persistent Callers
- Gatekeeping Scripts for the Principal — Who Gets Access and When
- De-escalation Phrases for Angry Visitors — Keeping Reception Calm
- Call Notes and Handover Messages — What the Leader Needs to Know

Day 4: Organising the Desk and the Day

- Eisenhower Urgent and Important Matrix — Ranking Competing Manager Requests
- DESC Script for Renegotiating Deadlines — Saying No Without Damage
- 5S Desk and Digital Folder Layout — Finding Any File in Seconds
- Time Blocking and Interruption Logs — Protecting Focus Periods
- Inbox Rules and Task Lists — Keeping Follow-Ups Visible

Day 5: Practising the Personal Behaviour and Organising Plan

- Role-Play of Assertive Refusals — Testing Scripts From Day 1 and Day 4
- Simulated Difficult Call Sequence — Applying Gatekeeping and De-escalation
- Peer Audit of a 5S Desk Layout — Agreeing Shared Desk Conventions
- Thirty-Day Habit Tracker — Measuring Calm Replies and Cleared Tasks
- Personal Behaviour and Organising Plan — Final Draft for Manager Discussion

Applying Assertive Behaviour and Personal Organising Skills After the Course

- Run a two-week interruption log, then rebuild the schedule around focus blocks ranked on the Eisenhower matrix
- Agree a set of DESC and gatekeeping scripts with the principal and fellow assistants

Assertive Behaviour and Personal Organising Skills Questions FAQ

What are assertive behaviour and personal organising skills for secretaries and why do they matter now?

They are the ability to set limits courteously, stay composed and keep work in order. They matter now because leaders delegate faster, channels multiply and a calm, organised secretary protects the principal's time and the office's reputation.

Which roles gain most from assertive behaviour and personal organising skills?

Executive secretaries and personal assistants gain most, especially those serving several managers, as in a hospital executive office or a bank's board secretariat.

How does an assertive behaviour and personal organising skills course differ from an office management course?

It focuses on personal conduct and the individual desk rather than running an office. Office management courses cover suppliers, budgets and facilities instead.

What do you bring back from assertive behaviour and personal organising skills training?

You bring back a written plan of your own. It combines refusal scripts, a stress routine, a 5S desk layout and a ranked task system.

Assertive Behaviour and Personal Organising Skills: The Way Forward

The personal behaviour and organising plan first informs which requests the assistant accepts, renegotiates or redirects in a busy week. The assistant uses it daily, and the line manager uses it in one-to-one reviews of support quality. After its first month, the scripts and desk layout are worth revisiting against the interruption log to see which habits held under real pressure.