

Task



Hopefully, you took in as much of the information in this second module as possible. To find out how well you have done, complete the following worksheet.



We recommend that you allocate at least 30 minutes to this worksheet.

SELF-MARKING



At the end of the worksheet is a convenient answers/feedback and advice section to allow you to see how well you have done.

You are not required to return this worksheet.

Activity #1



10 minutes

This module discussed important diary management tips. Think back on what you learned and list each of these, there should be eight in total.

Write or type your answer here

Activity #2

 10 minutes

Write a paragraph detailing the eight diary management strategies.

Write or type your answers here

Activity #3



Work your way through the following paragraphs and insert the most appropriate words to fill in the missing blanks. There are 10 for you to have a go at in all.

Diary management can consume a 1 _____ of your working day and is an integral part of maximising your boss' 2 _____. Although diary management helps managers get to meetings on time, the utility of a 3 _____ extends far beyond that – it also helps schedule your manager's time outside of office hours. Diary management is a complex and time-consuming task, but is an 4 _____ tool for organisational success.

Once you are able to establish complete control over your diary management, you can 5 _____ your diary to maximise your boss's productivity. For example, a good diary is managed with decisive yet 6 _____ ideas. Flexibility is an important attribute of every diary. There are PAs who resist making changes to schedules and 7 _____, but it's always preferable to be able to accommodate changes.

These 8 _____ may occur due to changes in the manager's schedule. At other times, changes will be necessitated due to external factors like suppliers, vendors or customers. A PA needs to 9 _____ their manager's diary and manage their boss's meetings with internal and external contacts. You will need to 10 _____, arrange and book appointments in order to ensure that the day unfolds in a smooth manner

Write or type your answer here

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Answers/feedback and advice section

Use this section to check your answers and see how well you have done

You are not required to return this worksheet

Activity #1

Advice and Feedback

As a personal assistant, you should keep the following eight diary management tips in mind: (1) Observe your boss and make a note of their habits. (2) If you notice that meetings are being cancelled, schedule them less frequently. (3) Assign colours to different types of appointments. (4) Do not schedule meetings just to fill time in your diary. (5) Leave space in your boss's diary for emails, reports and presentations. (6) Note in your diary immediately when a meeting or activity is available, do not wait. (7) Include follow-up or preliminary information with your appointments. (8) Consider using an electronic diary system.

Activity #2

Answers

If you have added appointments to your diary using the eight management tips, you should be well on your way. But, there are a few additional strategies that you should consider, which will only increase your success. First, speak with your boss and agree on a suitable time for meetings. Next, respond to all diary appointments, find out the nature of all events, and follow up by phone, or email. Finally, take some time each week to review your weekly diary.

Activity #3

Answers

1. Third
2. Productivity
3. Diary
4. Essential
5. Leverage
6. Flexible
7. Appointments
8. Amendments
9. Oversee
10. Organise

SUMMARY

Now that you have studied Module 2, it is time to decide if you feel you are ready to move on to the next module. Even if you struggled only slightly in this module, make sure you take the time to read through the material one more time.