



**Palomino Training Solutions**  
specialists in corporate training

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## **Managing a Diary (1 day)**

### **Course Overview**

**Fact: Stress is typically caused by things left undone or unfinished; seldom by things that have been done.**

Managing a diary can be a challenging and often stressful job, especially in today's environment where demands of increased production and efficiency are a reality of success or failure. Learn how to manage a diary for yourself and others as effectively as possible.

This workshop includes dynamic trainee/trainer interactions and discussions, written and oral exercises, case studies, reflection, quizzes and a workbook for each participant to take back to the workplace.

### **Target Audience**

This workshop is designed for all those who manage a diary for someone else – PA's, receptionists, office administrators, etc.

### **Course Outline**

#### **Session 1 - Demonstrating the Ability to Manage A Diary**

1. The importance and need for accurate diary information is explained.
2. Diary is completed neatly and legibly.
3. Evidence that the diary is referred to daily is demonstrated.

#### **Session 2 - Making Entries in a Diary**

1. Appointments are prioritised according to requirements.
2. Appointments are correctly entered and are prioritised according to requirements.
3. Cancelled or postponed appointments are actioned according to requirements.
4. Diary is updated on an ongoing basis.



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### **Session 3 - Communicating Relevant Diary Information**

1. The importance of communicating accurate and relevant diary information is explained.
2. Diary information is communicated to all stakeholders within agreed time frames.
3. Appointments are confirmed with all stakeholders within agreed time frames.
4. Alterations to the diary are communicated to all stakeholders within agreed time frames.