

Questionnaire for PA's and secretaries where answers may be used in a new book by Sue France

If you would like to contribute to a new book for PA's and secretaries, please answer the questions below and your answers may be used in a book being written by Sue France, The Times Crème/DHL PA of the Year 2006 which will be published in 2008. The book will be titled "PA Training: The Definitive Secretarial Handbook – including Confessions of a PA/Secretary"

The answers will be used anonymously unless you state you would like your name to be used in the book.

Would you like to see your name in the book if your answers are used yes / no

If you don't want to answer all of the questions, just answer the ones you want to.

1. One chapter is headed: "Confessions of a PA/Secretary". If you have a confession to make, here is your chance to get it off your chest (anonymously if you prefer).

An example of a confession would be:

"One late afternoon a PA to the Managing Partner was photocopying highly confidential material to do with salaries and promotions when she was called away from the copier by her boss to do some other urgent work. She promptly picked up her photocopying and went back to her desk and locked the confidential material in her draw overnight so she could continue with the photocopying the next day. In the middle of the night she suddenly woke up with a startle and a gasp and whilst in her sleep had remembered that she had left the original highly confidential document on the glass of the photocopier. She had only picked up the copied documents and not the original and to her horror she felt sick and worried in case the document was found and read by people who could use this information wrongly. For the rest of the night she had a fit-full sleep and arrived in work at 6.00 am (normal start time 9.00 am) and ran to the copier before anyone else got into work. She found the document had been removed from the glass and felt even more sick to the stomach with her heart pounding. She frantically looked into the wastepaper bin close to the copier and found the document screwed up into a ball in the bin. She did not mention this episode of her career to anyone until now and to this day, she does not know whether the document was read by anyone who shouldn't have seen it but one thing is for sure – ever since that day she has made it a habit to always makes sure she checks the copier and takes all documents for photocopying with her whether confidential or not."

2. Write about a time(s) in your career when something went wrong, state how you coped, what did you do about it, what was the outcome and what did you learn from the situation and what would you do differently next time?

3. What is the most difficult characteristic of your boss and how do you deal with it?

4. What is your top tip to become a successful PA/Secretary?

5. What is your best tip to cope with stress at work?

6. Do you prefer to work for a male boss or a female boss and why?

7. What is the most challenging aspect of your role and how do you overcome it?

8. What TWO things would you do differently or change if you were the boss for the day?

9. Write about a conflict you have had with another person at work other than your boss and how did you deal with it?

10. What do you consider to be the future role for PA's and Secretaries?

From:

e-mail:

If you would like a copy of the book once it is published please indicate yes / no

Thank you very much for answering the above questions and once you let me have your e-mail address I will let you know when the book will be published

If you wish to send it anonymously you could post your answers to Sue France, 262 Kingsway, Burnage, Manchester, M19 1QA. England

Or alternatively please return your answers to sue.france@ntlworld.com and even though I may have your e-mail address and name I will respect your wishes to keep it anonymous if you so wish. I am also creating an acknowledgements page at the front of the book to thank people who have made entries into the book and therefore no one will know who made what contributions unless you specify you want your name next to your entry.