PROFESSIONAL DEVELOPMENT TRAINING

Foundation Skills for Elite Personal and Executive Assistants

3158 3955

REQUEST QUOTE

1.0 DAY COURSE

Personal assistants (PA's) and secretaries are some of the most important people in any organization. This course empowers your personal assistant with the skills and techniques to become even more efficient, productive and professional.

The PD Training Foundation Skills for Elite Personal and Executive Assistants Training Course provides personal assistants and secretaries with the techniques to become well-organized, efficient and well-prepared for today's evolving workplace. Participants in this course will enhance and develop their skills to communicate effectively with all levels of staff.

Learn key skills like managing meetings and travel itineraries, managing conflict, the basics of reading and using body language, basic project management skills, active listening techniques and more.

This practical training course provides techniques you can really use!

Contact us today for a group quote.

What You'll Gain:

Executive or Personal Assistant plays a big role in any organization in Singapore as they are the primary point of contact for internal and external clients and business partners. PA's perform a wide array of jobs each work day such as following-up communications and schedules, managing meetings and recording important meetings. Enhance your personality and job skills through enrolling in the Foundation Skills for Elite PA's and Executive Assistants training course from PD Training.

In this Foundation Skills for Elite PA's Training Course you will learn the skills to help you use your resources efficiently, manage your time wisely, communicate effectively and collaborate with others skillfully.

The practical skills and techniques you will learn in this course will help you support your manager, and present 'your team of two' as a professional, confidence-inspiring team.

Advanced Skills for Elite PA's and Executive Assistants Training Course

Outcomes

In this course, participants will:

- Become highly organized using smart, efficient systems
- Learn to manage time more effectively & strategically
- Master prioritization of time, complete all important tasks and help their manager do the same
- Learn highly effective verbal and nonverbal communication techniques
- Become more proactive and empowered in their role
- Learn to communicate more effectively with their manager
- Gain an insight into the importance of caring for themselves
- Learn how to make the most of their 'Team of Two'

Modules

Lesson 1: The Effective PA

- Welcome
- The skills and attributes of an effective PA/EA
- Role Defined
- Reflection

Lesson 2: Your winning style and how best to communicate with your Manager

- Step 1: REACH Review – Communication Evolution Tool
    - Understanding the Counselor
    - Understanding the Coach
    - Understanding the Driver
    - Understanding the Advisor
- Step 2: Adapt your Approach to be effective
    - Do's and Don'ts when interacting with the Counselor
    - Planning my future Communication strategies with "Counselor's"
    - Do's and Don'ts when interacting with the Coach
    - Planning my future Communication strategies with "Coach's"
    - Do's and Don'ts when interacting with the Driver
    - Planning my future Communication strategies with "Driver's"
    - Do's and Don'ts when interacting with the Advisor

- Planning my future Communication strategies with “Advisor’s”
- Reflection

Lesson 3: Set up for Success

- Your Web of Influence
- Key Personnel in Depth Template
- Management (PIT) Personal Information Template
- Reflection

Lesson 4: Working in Sync

- Email Management
- Email Etiquette
- Create the email however direct replies to someone else
- Manage your inbox
- Follow the READ principle and stay on top of your email
- Manage your inbox with Flags and Rules
- Reflection

Lesson 5: Time Management

- Block out times for your Manager
- Organized Review and Preparation Times
- Reflection

Lesson 6: Prioritization to keep you on Track

- That’s a WRAP – getting it all done on time
- WRAP Technique
- Ranking Priorities
- Anticipating Time for Tasks – using PERT
- Beyond Goal Setting
- The SMARTR Framework
- Writing SMARTR Goals – Template
- SMARTR Goal Template
- Additional Tips
- Goals Deconstructed
- Reconstruct your SMART goal
- Reflection

Lesson 7: Meetings to run without a Hitch!

- Meeting Checklist
- Meeting Checklist Template
- Agenda Creation
- Meeting Agenda Template
- Keep the meeting on time - planned time interrupters
- Minute Taking that you can understand
- Composing your Minutes

Lesson 8: Reflections

- Create an Action Plan
- Accountability = Action

- What can you do to help yourself?
- Reflection

Talk to our expert team

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