

## ADVANCED SKILLS FOR ELITE PERSONAL AND EXECUTIVE ASSISTANTS

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Advanced Skills for  
Personal  
Assistants and  
Secretaries



**COURSE LENGTH: 1.0 DAYS**

The Advanced Skills for Elite Administrative and Executive Assistants training course, developed by PD Training in New Zealand, teaches you how to develop the competency for the advanced skills and flexibility needed to effectively provide a higher level of administrative and executive assistance.

After completing this course, you will have learned the following: how to develop and enhance your social intelligence and flexibility to adapt to the superior's working style, the capability to represent your manager if necessary, office and people management skills, scheduling skills, effective screening of visitors, incoming calls and reports, the importance of confidentiality and much more.

This is a great course, full of excellent content, and useful skills and techniques. Courses are available in New Zealand including Auckland, Christchurch or Wellington.

Please click on the Public Class tab below to view our Advanced Skills for Elite Personal and Executive Assistants course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

Need something more basic? See our Foundation Skills for Elite Personal Assistants and EA's Training Course

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## ADVANCED SKILLS FOR ELITE PERSONAL AND EXECUTIVE ASSISTANTS COURSE OUTLINE

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### FOREWORD

During this course in New Zealand, participants engage in learning the theories and practice the duties of a high-level administrative assistant. This interactive course includes activities to enhance learning and the development of practical skills.

This comprehensive course involves the development of skills and knowledge that the job of a personal/executive assistant demands. These include developing social intelligence, flexibility, content management skills, people management skills and prioritising tasks.

Foundation Skills for Elite Personal and Executive Assistants Training Course

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### OUTCOMES

**After completing this course, participants will have learned to:**

- Adapt to the manager's needs and style of working
  - Take initiative when needed
  - Develop social intelligence
  - Develop basic business acumen
  - Understand the importance of office management
  - Listen actively
  - Understand and use social media management
  - Handle difficult people and situations
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### MODULES

#### Lesson 1: The Advanced Elite PA and EA

- Welcome
- Role Defined
- Competencies of an Elite PA/EA
- Reflection

#### Lesson 2: Working with your Manager

- REACH Review – Communication Evolution Tool
- Ok So That's Thinking and Doing.... How About Communicating?
- Adjusting Your Style for a Better Approach:
- Reflection

#### Lesson 3: Handling Difficult and Demanding People in the workplace

- Four General Intents Shaping Behaviour
- What Drives Behaviour
- Coping Techniques for Difficult and Demanding Managers

#### Lesson 4: Negotiation with Multiple Managers v's Tasks, Tasks v's Manager's

- Should I Negotiate or Say 'NO' to the Task
- Should I Say 'YES' to the Person but 'NO' to the Task
- Reflection

- 7 Types of Difficult Managers and Colleagues to Manage
- Reflection

### Lesson 5: Managing the Office

- Delegation Below, Sideways and Upwards
- 10 Rules for Successful Delegation
  - 1. Determine What Can be Delegated
  - 2. Pick the Right Person
  - 3. Explain Why You are Delegating
  - 4. Be Specific be SMARTER
  - 5. Set Them up for Success
  - 6. Touch Base
  - 7. Don't Micromanage
  - 8. Offer Feedback/Ask for Feedback
  - 9. Say thanks – Be patient
  - 10. Don't over delegate
- Delegating to Profiles
- Reflection

### Lesson 7: Work – Life Balance

- Distress versus Eustress?
- Causes of Stress
- 4 Major Signs and Symptoms of Stress
- Are you fueling the fire?
- Control your Cortisol
- Mindfulness
- Reflection

### Lesson 6: Social Media Management

- 9 Steps to Help You Manage Social Media
  - How Often:
  - Dealing with Negative Comments:
  - Do I Need to Check with Anyone?
  - If in Doubt, Don't Post It!!!
  - Using Photos/Videos – rules
  - Sharing Information:
  - Engagement:
  - Monitoring:
  - Physical Posting vs Auto Posting:
- Reflection

### Lesson 8: Reflections

- Create an Action Plan
- Accountability = Action

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## WEB LINKS

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- [View this course online](#)
- [In-house Training Instant Quote](#)
- [Public Classes - Enrol Now!](#)