

## ADVANCED SKILLS FOR ELITE PERSONAL ASSISTANTS AND SECRETARIES

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**COURSE LENGTH: 1.0 DAYS**

The PD Training Advanced Skills for Elite Personal Assistants (PA's) and Secretaries course provides you with a clear understanding of the range of important functions your role fills and provides you with the tools and techniques to be more effective in the workplace.

In this course, you will learn a range of practical skills and techniques that will empower you to portray professionalism across each aspect and a range of techniques that will help your role - from arranging and controlling meetings, minute taking, managing upwards, handling commercially sensitive information, project management 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 Assistants and Secretaries 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 Secretaries Training Course](#)

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# ADVANCED SKILLS FOR ELITE PERSONAL ASSISTANTS AND SECRETARIES COURSE OUTLINE

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## FOREWORD

During this course, participants engage in learning in theory and practice the duties of a personal assistant. This highly interactive course includes activities to enhance your learning and the development of practical skills.

This comprehensive course involves the development of skills and knowledge that the role of a personal assistant or secretary demands. These include developing social intelligence, flexibility, management skills, people management skills, business writing skills, task prioritisation and more.

[Foundation Skills for Elite Personal Assistants and Secretaries Training Course](#)

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## OUTCOMES

**After completing this course, participants will have learnt 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
  - ▶ Prepare for changes and surprises
  - ▶ Manage others and keep them on track
  - ▶ Keep meeting minutes
  - ▶ Manage meetings expertly
  - ▶ Understand and use email protocol
  - ▶ Develop computer and communication skills
  - ▶ Develop phone and voicemail etiquette
  - ▶ Incorporate confidentiality into your role
  - ▶ 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

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

### 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

## 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

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