

FOUNDATION SKILLS TRAINING FOR ELITE PERSONAL ASSISTANTS AND SECRETARIES

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COURSE LENGTH: 1.0 DAYS

Personal assistants and secretaries are some of the most important people in any organisation. This course empowers them with the skills and techniques to become even more efficient, productive and professional.

The PD Training Foundation Skills for Elite Personal Assistants and Secretaries Training Course provides personal assistants and secretaries with the techniques to become well-organised, efficient and well-prepared for today's evolving workplace. By attending this course you will enhance and develop your skills to communicate and interact effectively with all levels of staff.

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

This practical training course provides techniques you can really use! We look forward to welcoming you to a course in Auckland, Christchurch or Wellington.

Contact us today for a [group quote](#) or register now into the next [public course date](#).

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

FOUNDATION SKILLS TRAINING FOR ELITE PERSONAL ASSISTANTS AND SECRETARIES COURSE OUTLINE

FOREWORD

In this Foundation Skills for Elite Personal Assistants and Secretaries 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. Learning outcomes include email and document management, understanding the use of body language, managing conflict, project management skills and much more.

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

OUTCOMES

In this course, participants will:

- ▶ Become highly organised using smart, efficient systems
- ▶ Learn to manage time more effectively & strategically
- ▶ Master prioritisation 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: LDP Review – Communication Evolution Tool
 - ▶ Understanding the Counsellor
 - ▶ 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 Counsellor
 - ▶ Planning my future Communication strategies with "Counsellor'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
- ▶ Organised Review and Preparation Times
- ▶ Reflection

Lesson 6: Prioritisation 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
- What can you do to help yourself?
- Reflection

Lesson 8: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action

WEB LINKS

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