

## FOUNDATION SKILLS TRAINING FOR ELITE PERSONAL ASSISTANTS AND SECRETARIES

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**COURSE LENGTH: 1.0 DAYS**

Personal assistants (PA's) and secretaries are some of the most important people in any organisation. 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 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. 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! 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](#)

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## FOUNDATION SKILLS TRAINING FOR ELITE PERSONAL ASSISTANTS AND SECRETARIES COURSE OUTLINE

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### FOREWORD

Secretaries or Personal Assistant plays a big role in an organization 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 Secretaries training course from PD Training.

In this Foundation Skills for Elite PA's 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.

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

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### OUTCOMES

**In this course, participants will learn how to:**

- ▶ 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'

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### MODULES

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### Lesson 1: The Effective PA

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

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### 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

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### Lesson 3: Set up for Success

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

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### 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

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### Lesson 5: Time Management

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

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### 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

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## 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

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## 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!](#)