PROFESSIONAL DEVELOPMENT TRAINING

# Advanced Skills for Elite Personal Assistants and Executive Assistants -

09 884 0762

REQUEST QUOTE

0.5 DAY COURSE

**The Advanced Skills for Elite Personal and Executive Assistants training course teaches you how to develop the competencies 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 how to develop and enhance your social intelligence and flexibility to adapt to the manager's working style, the capability to represent your manager if necessary, office and people management skills, meeting scheduling, effective screening of visitors, incoming calls and reports, the importance of confidentiality and much more.**

**This is a practical class that is suitable for all audiences and provides people with the tools that they can apply on-the-job (and in other contexts) the very next day.**

**This is an instructor-led class that you can attend from home or your office.**

**We use secure Video Conferencing with interactive features such as live polling, screen sharing, whiteboards, live chat and breakout sessions. Please discuss your preferred platform, most commonly we use Microsoft Teams, Skype for Business, Webex or Zoom upon request.**

**These courses are facilitated in English, and are open to people from different industries across Australia, New Zealand, Singapore, Malaysia and Hong Kong - this is a short but powerful learning experience that gives you global collaboration opportunities.**

**Our trainers and processes have been refined to give you a personalised learning experience where it is specifically targeted to your needs see our outcomes in the reviews.**

****Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-minutes prior to commencement so you are ready to participate and don't miss a minute!**

## What You'll Gain:

During this course, participants engage in learning the theory and practice the duties of an experienced administrative or executive assistant. This interactive course includes activities to enhance the learning and the development of key, practical skills.

The course involves the development of skills and knowledge that the job of an administrative assistant demands. These include developing social intelligence, flexibility, management skills, people management skills and prioritising tasks.

People also viewed: Foundation Skills for Elite PA's and Executive Assistants Training Course

# 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 basic business acumen
- Listen actively
- Represent your manager
- Handle difficult people and situations

# Modules

### Lesson 1: The Elite Executive Assistant/Personal Assistant

- What is an Elite Executive/Personal Assistant?

### Lesson 2: Advanced Time Management and Prioritisation

- Time Management Techniques

### Lesson 3: Relationship Management and Confidentiality

- Building Rapport and Managing Relationships
- Confidentiality
- Requirements based on Classification Level

### Lesson 4: Project Management and Coordination

- Key Principles of Project Management
- Working with Multiple Business Functions
- Tracking Decisions and Action Items
- Internal Communication Tools
- Cloud-based Collaboration Tools
- Project Management Tools

### Lesson 5: Work-Life Balance and Well-Being

- Your Well-Being
- Setting Boundaries and Saying 'No'

**Talk to our expert team**

**Phone: 09 884 0762**

Email: enquiries@pdtraining.co.nz