PROFESSIONAL DEVELOPMENT TRAINING

Foundation Skills for Elite Personal Assistants and Executive Assistants

09 884 0762

REQUEST QUOTE

1.0 DAY COURSE

Personal assistants (PA's) and executive assistants (EA's) are some of the most important people in any organisation in Australia. This course empowers these workers with the skills and techniques to become even more efficient, productive and professional.

The PD Training Foundation Skills for Elite Personal Assistants and Executive Assistants Training Course provides personal and executive assistants with the techniques to become well-organised, efficient and well-prepared for today's evolving workplace. Participants in this course will enhance and develop skills like setting and managing meetings, basic project management concepts, setting priorities and communicating effectively with all levels of staff.

This practical, 1-day professional development training course provides techniques you can really use! We look forward to welcoming you to a course in Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta or Perth or Australia-wide.

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

Looking for something more advanced? Try the Advanced Skills for Elite PA's and Executive Assistants Course

What You'll Gain:

Executive and/or Personal Assistants play a big role in an organisation, as they are the primary point of contact for internal and external clients and business partners. PA's and EA's perform a wide array of jobs every day such as following-up communications and schedules, managing travel and recording important meetings. Enhance your personality and job skills through enrolling in the Foundation Skills for Elite PA's training course from PD Training.

In this professional development 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 also help you support your manager, and present 'your team of two' as a professional, confidence-inspiring team.

Looking for something more advanced? Try the Advanced Skills for Elite PA's and Executive Assistants 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: REACH 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

Lesson 8: Reflections

- Create an Action Plan
- Accountability = Action

- 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

Talk to our expert team

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