

## ADVANCED SKILLS FOR EXECUTIVE ASSISTANTS AND PA'S 1-HOUR ONLINE CLASS MANAGING THE OFFICE AND WORK-LIFE BALANCE

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**COURSE LENGTH: 1.0 DAYS**

This live online class is a collaborative and activity based learning experience that teaches advanced skills for Executive Assistants and Personal Assistants to help them manage their demanding and important roles.

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

The virtual classroom uses an advanced version of Zoom called 'Zoom for Webinars' that includes enhanced collaboration features such as One-click content sharing, real-time co-annotation (people can work together in activity files), and digital whiteboarding, and we use tools such as live polls, private group chats and participants can 'raise their hand' so you *virtually* have the same collaborative classroom based learning experience.

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.

**\*\*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!**

**Be ready** - check your device is ready to go by use this test link.

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## ADVANCED SKILLS FOR EXECUTIVE ASSISTANTS AND PA'S 1-HOUR ONLINE CLASS MANAGING THE OFFICE AND WORK-LIFE BALANCE COURSE OUTLINE

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### FOREWORD

This Advanced Skills for EA's and PA's 1-hour online class is designed to provide you with the most targeted, effective and convenient learning experience by letting you join a short, sharp and collaborative session facilitated online with a master trainer and other participants from Oceania.

In this session you will learn:

- Office Management and People Management Techniques
- How to recognise and manage stress and work-life balance
- And you will share and learn from peers

This course is in English and facilitated by an Australian expert trainer with over 10 years experience.

Please note, there are two courses in this EA's and PA's Live Online Series, take them in the order that suits your needs and learn exactly what will be of most benefit to you.

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### OUTCOMES

During this class people will:

- Develop new skills to delegate more effectively
- Develop new people management strategies
- Develop Feedback techniques
- Develop clarity and strategies for better work-life balance
- Learn through collaboration with peers

This is a practical training class with take-aways people can apply immediately.

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### MODULES

#### Lesson 1: 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

#### Lesson 2: 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

- 9. Say thanks – Be patient
- 10. Don't over delegate
- Delegating to Profiles
- Reflection

### Lesson 3: International Collaboration

Up to 20-minutes Facilitator-led collaboration

- With enrolments open from Australia, New Zealand, Singapore, Malaysia and Hong Kong
- Participants benefit from sharing and collaboration from people with similar challenges from across the region
- Share, discuss and learn from like-minded people
- Wrap up and close

### Lesson 4: Next Steps

Continue Developing Your Skills as an EA or PA and join the next 60-minute master class and learn to extend your skills, techniques and grow your network.

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## WEB LINKS

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- [View this course online](#)
- [In-house Training Instant Quote](#)