

## ADVANCED SKILLS FOR EXECUTIVE ASSISTANTS AND PA'S 1-HOUR ONLINE CLASS DIFFICULT PEOPLE AND COMPETING DEMANDS

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**COURSE LENGTH: 0.1 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 roles.

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 in all countries especially across Australia, New Zealand, Singapore, Malaysia, Hong Kong and Papua New Guinea - 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!

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## ADVANCED SKILLS FOR EXECUTIVE ASSISTANTS AND PA'S 1-HOUR ONLINE CLASS DIFFICULT PEOPLE AND COMPETING DEMANDS 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:

- Strategies to deal with difficult people in stressful times
- How to handle demanding people, competing tasks and competing priorities

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, it is not a requirement to join the classes in sequential order, or to take all the classes in the series, participants are encouraged to take advantage of this format and learn exactly the skills they seek.

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### OUTCOMES

At the conclusion of this course participants will:

- Have new skills and techniques to handle difficult and demanding people in the workplace
- Have new strategies to negotiate with multiple managers and competing urgent tasks
- Have learnt and collaborated with peers facing similar challenges

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 Executive Assistant Skills by joining the next 60-minute master class and refine and expand your skills.

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## WEB LINKS

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