

## ADVANCED SKILLS FOR ELITE PERSONAL ASSISTANTS AND EXECUTIVE ASSISTANTS - ONLINE INSTRUCTOR-LED 3HOURS

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**COURSE LENGTH: 0.5 DAYS**

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!



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## ADVANCED SKILLS FOR ELITE PERSONAL ASSISTANTS AND EXECUTIVE ASSISTANTS - ONLINE INSTRUCTOR-LED 3HOURS COURSE OUTLINE

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### FOREWORD

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

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### 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
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### MODULES

#### Lesson 1: Working with your Manager

- REACH Review – Communication Evolution Tool
- Ok So That's Thinking and Doing.... How About Communicating?
- Adjusting Your Style for a Better Approach:
- Reflection

#### Lesson 2: Handling Difficult and Demanding People in the workplace

- Four General Intents Shaping Behaviour
- What Drives Behaviour
- Coping Techniques for Difficult and Demanding Managers
- 7 Types of Difficult Managers and Colleagues to Manage
- Reflection

#### Lesson 3: Negotiation with Multiple Managers v's Tasks, Tasks v's Manager's

- Should I Negotiate or Say 'NO' to the Task
- Should I Say 'YES' to the Person but 'NO' to the Task
- Reflection

#### Lesson 4: 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
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## WEB LINKS

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- [View this course online](#)
- [In-house Training Instant Quote](#)
- [Public Classes - Enrol Now!](#)