PROFESSIONAL DEVELOPMENT TRAINING

Advanced Skills for Elite PA's and EA's

1300 121 400

REQUEST QUOTE

1.0 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.

Our Advanced Skills for Elite Personal Assistants and Executive Assistants professional development training courses are available Australia-wide including Sydney, Melbourne, Brisbane, Canberra, Adelaide, and Perth or online.

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

See our Foundation Skills for Elite PA's and Executive Assistants Training Course

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 social intelligence
- Develop basic business acumen
- Understand the importance of office management
- 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?
- How good are your Elite EA/PA Skills?

Lesson 2: Personality Styles and Working with High-Level Managers

- REACH Personal Style Profile
- Understanding Other Styles

Lesson 3: Advanced Time Management and Prioritisation

- Time Management Techniques

Lesson 4: Relationship Management and Strategic Communication

- Building Rapport and Managing Relationships
- Strategic Communication
- Relationship Management

Lesson 5: Project Management and Coordination

- Key Principles of Project Management
- Complex Meetings
- Working with Multiple Business Functions
- Tracking Decisions and Action Items

Lesson 6: Confidentiality and Data Security

- Confidentiality
- Data security best practices

Lesson 7: Technology and Digital Tools

- Communication Platforms
- Internal Communication Tools
- Cloud-based Collaboration Tools
- Project Management Tools
- Automation Tools

Lesson 8: Work-Life Balance and Stress Management

- Your Well-Being
- Strategies to Maintain your Well-Being
- Setting Boundaries and Saying 'No'

- High-Pressure Situations
- Navigating High-Pressure Situations

Talk to our expert team

Phone: 1300 121 400

Email: enquiries@pdtraining.com.au