

## FOUNDATION SKILLS FOR ELITE ADMINISTRATIVE AND EXECUTIVE ASSISTANTS TRAINING

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**Foundation Skills  
for Administrative  
and Executive  
Assistants**



**COURSE LENGTH: 1.0 DAYS**

The Foundation Skills for Elite PA's and Executive Assistants Training is the first of the two-part training course designed to help aspiring PA's and Executive Assistants acquire and develop the various basic skills required for that position.

After completing this course, you will have learned to: become highly organized and proactive, use your resources efficiently, use the techniques for effective verbal and nonverbal communication, manage your time more effectively & strategically, skilfully collaborate with others and much more. You can add more skills by taking the Advanced Skills for PA's and Executive Assistants Training Course.

This comprehensive training course is available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, New York, Orlando, Philadelphia, San Antonio and Seattle.

[Advanced Skills for Elite Administrative and Executive Assistants Training Course](#)

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## FOUNDATION SKILLS FOR ELITE ADMINISTRATIVE AND EXECUTIVE ASSISTANTS TRAINING COURSE OUTLINE

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### FOREWORD

An administrative assistant is required to have various skills such as communication, management and organizational skills. An efficient executive assistant must plan, execute and manage both people and tasks.

The PD Training Foundation Skills for Elite Administrative and Executive Assistants Training Course provides learning and practice in various skills such as the use of non-verbal and verbal communication, organizing skills, planning meetings, conflict resolution, management of time, and more. The development of these skills empowers administrative assistants and executive assistants to efficiently fulfill any task given.

[Advanced Skills for Elite Administrative and Executive Assistants Training Course](#)

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### OUTCOMES

**By the end of this course, participants will:**

- ▶ Become highly organized using smart, efficient systems
  - ▶ Manage time more effectively and strategically
  - ▶ Master prioritization of time, complete all important tasks and help their manager do the same
  - ▶ Learn highly effective verbal and nonverbal communication techniques
  - ▶ Empower themselves and become more proactive
  - ▶ Deal more effectively with their manager
  - ▶ Learn to take care of themselves and recognize the importance of doing so
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### MODULES

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### Lesson 1: The Effective PA

- ▶ Welcome
- ▶ The skills and attributes of an effective PA/EA
- ▶ Role Defined
- ▶ Reflection

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### Lesson 2: Your winning style and how best to communicate with your Manager

- ▶ Step 1: LDP 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

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### Lesson 3: Set up for Success

- ▶ Your Web of Influence
- ▶ Key Personnel in Depth Template
- ▶ Management (PIT) Personal Information Template
- ▶ Reflection

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### 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

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### Lesson 5: Time Management

- ▶ Block out times for your Manager
- ▶ Organised Review and Preparation Times
- ▶ Reflection

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### 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

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### Lesson 7: Meetings to run without a Hitch!

- Meeting Checklist
- Meeting Checklist Template
- Agenda Creation
- 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

### Lesson 8: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action

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### WEB LINKS

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