

FOUNDATION SKILLS FOR ELITE ADMINISTRATIVE AND EXECUTIVE ASSISTANTS TRAINING COURSE

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**Foundation Skills
for Administrative
and Executive
Assistants**



COURSE LENGTH: 1.0 DAYS

Personal assistants (PA's) and secretaries are some of the most important people in any organization. This course empowers your personal assistant with the skills and techniques to become even more efficient, productive and professional.

The PD Training Foundation Skills for Elite Personal Assistants and Secretaries Training Course provides personal assistants and secretaries with the techniques to become well-organized, efficient and well-prepared for today's evolving workplace. Participants in this course will enhance and develop their skills to communicate effectively with all levels of staff.

Learn key skills like managing meetings and travel itineraries, managing conflict, the basics of reading and using body language, basic project management skills, active listening techniques and more.

This practical training course provides techniques you can really use!

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](#)

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

FOREWORD

Secretaries or Personal Assistant plays a big role in an organization as they are the primary point of contact for internal and external clients and business partners. Pa's perform a wide array of jobs each work day such as following-up communications and schedules, managing meetings and recording important meetings. Enhance your personality and job skills through enrolling in the Foundation Skills for Elite PA's and Secretaries training course from PD Training.

In this Foundation Skills for Elite PA's and Secretaries Training Course you will learn the skills to help you use your resources efficiently, manage your time wisely, communicate effectively and collaborate with others skillfully.

The practical skills and techniques you will learn in this course will help you support your manager, and present 'your team of two' as a professional, confidence-inspiring team.

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

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

Lesson 1: The Effective PA

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

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

Lesson 3: Set up for Success

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

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

Lesson 5: Time Management

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

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

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

WEB LINKS

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