

## ADVANCED SKILLS FOR ELITE PA'S AND EXECUTIVE ASSISTANTS TRAINING COURSE

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**COURSE LENGTH: 1.0 DAYS**

The Advanced Skills for Elite Administrative and Executive Assistants training course, developed by PD Training, teaches you how to develop the competency 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 the following: 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, scheduling skills, effective screening of visitors, incoming calls and reports, the importance of confidentiality and much more.

This comprehensive course is now available in London, Birmingham, Leeds, Glasgow, Sheffield, Bradford, Edinburgh, Liverpool, Manchester and UK wide. Aspiring PA's and EA's may choose the In-house Training course which can be tailored to their particular needs.

Please click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

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## ADVANCED SKILLS FOR ELITE PA'S AND EXECUTIVE ASSISTANTS TRAINING COURSE COURSE OUTLINE

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### FOREWORD

During this course, participants engage in learning in theory and practice the duties of an administrative assistant. This interactive course includes activities to enhance learning and the development of 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 prioritizing tasks.

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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 social intelligence
  - ▶ Develop basic business acumen
  - ▶ Understand the importance of office management
  - ▶ Listen actively
  - ▶ Understand and use social media management
  - ▶ Handle difficult people and situations
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### MODULES

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#### Lesson 1: Introduction

- ▶ Workshop Objectives Explained
- ▶ Pre-Assignment

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#### Lesson 2: The Effective PA

- ▶ Welcome
- ▶ Role Defined
  - ▶ Please define your role
  - ▶ What is your take away for today?
- ▶ Competencies of an Elite PA/EA
- ▶ Reflection

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#### Lesson 3: Working with your Manager

- ▶ LDP Review – Communication Evolution Tool
- ▶ Ok so that's thinking and doing.... How about communicating?
  - ▶ Adjusting your style for a better approach:
- ▶ Activity: In Pairs
- ▶ Reflection

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#### Lesson 4: 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

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### Lesson 5: 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

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### Lesson 6: 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
  - ▶ 9. Say thanks – Be patient
  - ▶ 10. Don't over delegate
- ▶ Delegating to Profiles
- ▶ Reflection

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### Lesson 7: Social Media Management

- ▶ 9 Steps to help you manage social media
  - ▶ How Often:
  - ▶ Dealing with negative comments:
  - ▶ Do I need to check with anyone?
  - ▶ If in doubt, don't post it!!!
  - ▶ Using photos/videos
  - ▶ Sharing Information:
  - ▶ Engagement:
  - ▶ Monitoring:
  - ▶ Physical Posting vs Auto Posting:

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### Lesson 8: 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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### Lesson 9: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action
  - ▶ Reflections

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### Lesson 10: Course Wrap Up

- ▶ Words from the Wise
- ▶ Lessons Learned

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## WEB LINKS

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