

ADVANCED SKILLS FOR ELITE PA'S AND EXECUTIVE ASSISTANTS

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COURSE LENGTH: 1.0 DAYS

The Advanced Skills for Elite Administrative and Executive Assistants training course 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 superior'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 highly valuable and dynamic training course is now available in Malaysia and Kuala Lumpur.

This Advanced Skills for PA's and Executive Assistants training course can be delivered at your premises by one of our expert local or international trainers or live online using our [HIVE](#) technology.

Contact us today for a quote or enrol now into the next public course date.

Also view our [Foundation Skills for PA's and Executive Assistants Training Course](#)

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

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.

[Foundation Skills for 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
 - ▶ Understand and use social media management
 - ▶ Handle difficult people and situations
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MODULES

Lesson 1: The Advanced Elite PA and EA

- ▶ Welcome
- ▶ Role Defined
- ▶ Competencies of an Elite PA/EA
- ▶ Reflection

Lesson 2: 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:
- ▶ Reflection

Lesson 3: 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 4: 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 5: 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

Lesson 6: 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 – rules
 - ▶ Sharing Information:
 - ▶ Engagement:
 - ▶ Monitoring:
 - ▶ Physical Posting vs Auto Posting:
- ▶ Reflection

Lesson 7: 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

Lesson 8: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action

WEB LINKS

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