

## FOUNDATION SKILLS FOR ELITE PA'S AND EXECUTIVE ASSISTANTS

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**Foundation Skills  
for PA's and  
Executive Assistants**



**COURSE LENGTH: 1.0 DAYS**

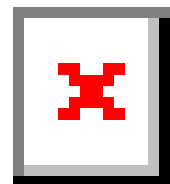
An Executive Assistant or Personal Assistant is one of the most important employees in a company. An Executive Assistant or Personal Assistant plays a big role in an organization as he or she is the very primary point of contact for internal, external clients and business partners.

He or she performs a wide array of jobs each work day such as following-up communications and schedules, managing meetings and recording important matters. Therefore, the Executive Assistant or Personal Assistant can enhance their personality and job skills through enrolling in the Foundation Skills for Elite PA's and Executive Assistants training course from PD Training.

This Foundation Skills for Elite PA's and Executive Assistants training course enables an Executive Assistant or Personal Assistant to upgrade their skills continuously in order to cope with the most up-to-date technologies, management systems, and improve professional communication skills to converse effectively with all levels of staff. This course presents techniques to become more organized, efficient and well-planned.

This practical training course provides techniques you can really use! We look forward to welcoming you to a class in Malaysia and Kuala Lumpur.

This Foundation Skills for Elite 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 enroll now into the next public course date.





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

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### FOREWORD

In this Foundation Skills for Elite PA's and Executive Assistants 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 PA's and Executive Assistants Training Course

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### OUTCOMES

#### In this course, participants will:

- Become highly organised using smart, efficient systems
  - Learn to manage time more effectively & strategically
  - Master prioritisation of time, complete all important tasks and help their manager do the same
  - Learn highly effective verbal and nonverbal communication techniques
  - Become more proactive and empowered in their role
  - Learn to communicate more effectively with their manager
  - Gain an insight into the importance of caring for themselves
  - Learn how to make the most of their 'Team of Two'
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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: REACH 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

### Lesson 8: Reflections

- Create an Action Plan
- Accountability = Action

- Composing your Minutes
  - What can you do to help yourself?
  - Reflection
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## WEB LINKS

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