



PROFESSIONAL  
DEVELOPMENT  
TRAINING

# Advanced Skills for Elite Personal Assistants and Executive Assistants



016 299 1479



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1.0 DAY COURSE

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 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.

Our Advanced Skills for Elite Personal Assistants and Executive Assistants professional development training courses are available Australia-wide including Sydney, Parramatta, Melbourne, Brisbane, Canberra, Adelaide, and Perth or online.

Please click on the Public Class tab below to view our course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

See our Foundation Skills for Elite PA's and Executive Assistants Training Course

## What You'll Gain:

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 prioritising tasks.

People also viewed: Foundation Skills for Elite 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

## Modules

### Lesson 1: The Elite Executive Assistant/Personal Assistant

- What is an Elite Executive/Personal Assistant?
- How good are your Elite EA/PA Skills?

### Lesson 3: Advanced Time Management and Prioritisation

- Time Management Techniques

### Lesson 5: Project Management and Coordination

- Key Principles of Project Management
- Complex Meetings
- Working with Multiple Business Functions
- Tracking Decisions and Action Items

### Lesson 7: Technology and Digital Tools

- Communication Platforms
- Internal Communication Tools

### Lesson 2: Personality Styles and Working with High-Level Managers

- REACH Personal Style Profile
- Understanding Other Styles

### Lesson 4: Relationship Management and Strategic Communication

- Building Rapport and Managing Relationships
- Strategic Communication
- Relationship Management

### Lesson 6: Confidentiality and Data Security

- Confidentiality
- Data security best practices

### Lesson 8: Work-Life Balance and Stress Management

- Your Well-Being



- Cloud-based Collaboration Tools
- Project Management Tools
- Automation Tools
- Strategies to Maintain your Well-Being
- Setting Boundaries and Saying 'No'
- High-Pressure Situations
- Navigating High-Pressure Situations

**Talk to our expert team**

**Phone: 016 299 1479**

Email: [enquiries@pdtraining.com.my](mailto:enquiries@pdtraining.com.my)