PROFESSIONAL DEVELOPMENT TRAINING

# Foundation Skills for Elite Personal Assistants and Executive Assistants

5808 8521

REQUEST QUOTE

0.5 DAY COURSE

**Personal assistants (PA's) and executive assistants (EA's) are some of the most important people in any organisation in Australia. This course empowers these workers with the skills and techniques to become even more efficient, productive and professional.**

**The PD Training Foundation Skills for Elite Personal Assistants and Executive Assistants Training Course provides personal and executive assistants with the techniques to become well-organised, efficient and well-prepared for today's evolving workplace. Participants in this course will enhance and develop skills like setting and managing meetings, basic project management concepts, setting priorities and communicating effectively with all levels of staff.**

**This is a practical class that is suitable for all audiences and provides people with the tools that they can apply on-the-job (and in other contexts) the very next day.**

**This is an instructor-led class that you can attend from home or your office.**

**We use secure Video Conferencing with interactive features such as live polling, screen sharing, whiteboards, live chat and breakout sessions. Please discuss your preferred platform, most commonly we use Microsoft Teams, Skype for Business, Webex or Zoom upon request.**

**These courses are facilitated in English, and are open to people from different industries across Australia, New Zealand, Singapore, Malaysia and Hong Kong - this is a short but powerful learning experience that gives you global collaboration opportunities.**

**Our trainers and processes have been refined to give you a personalised learning experience where it is specifically targeted to your needs  see our outcomes in the reviews.**

****Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-minutes prior to commencement so you are ready to participate and don't miss a minute!**

## What You'll Gain:

Executive and/or Personal Assistants play a big role in an organisation, as they are the primary point of contact for internal and external clients and business partners. PA's and EA's perform a wide array of jobs every day such as following-up communications and schedules, managing travel and recording important meetings. Enhance your personality

and job skills through enrolling in the Foundation Skills for Elite PA's training course from PD Training.

In this professional development 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 also help you support your manager, and present 'your team of two' as a professional, confidence-inspiring team.

# 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

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# Modules

### Lesson 1: Set up for Success

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

### Lesson 2: 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 3: Time Management

- Block Out Times for Your Manager
- Organised Review and Preparation Times
- Reflection

### Lesson 4: 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

**Talk to our expert team**

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