

# Essential Skills for Executive/Personal Assistants



## Overview:

As an Executive Assistant or Personal Assistant, your job encompasses numerous organisational skills, including planning, scheduling, negotiating and delegating. The role calls for tact and diplomacy as well effective communication skills and numerous professional skills.



## Benefits of completing this course:

- Be more proactive and take initiative and increase
- Build better business relationships
- Recognise and deal with stressful situations
- Improve professionalism
- Streamline work priorities and goals
- Manage your time effectively & meet deadlines



## Audience:

- Executive Assistants and Secretaries
- Administrative professionals and support staff.



## Learning Outcomes:

- Identify and deploy the skills required of effective EAs/PAs
- Read the messages in voice and body language
- Build rapport with everyone you meet
- Use your listening skills in a variety of situations
- Understand and set goals and priorities
- Manage multiple demands with confidence and efficiency
- Say 'no' to interruptions and other's priorities
- Defuse stress



## Delivery:

Workshop



## Course duration:

**2 days**



## Certificate:

Certificate of Attendance



## Competencies:

Planning skills  
Setting goals and priorities  
Problem solving  
Calendar management  
Time management  
Interpersonal skills  
Communication  
Conflict Management  
Writing Skills  
Stress Management

### Delivery Options



Public Schedule



Live-Online



Group Training



In-house

### To book this course:

Call: **1300-2GO-CTS**

Web: [www.ctstraining.com.au](http://www.ctstraining.com.au)

Email: [info@ctstraining.com.au](mailto:info@ctstraining.com.au)

### Competencies:

**BSB30107: Certificate III in Business**

*BSBADM307B- Organise Schedules*

**BSB40207: Certificate IV in Business**

*BSBWOR403A- Manage Stress in the Workplace*

*BSBCMM401A- Make a presentation*

*BSBADM405B- Organise meetings*

## Essential Skills for Executive/Personal Assistants

### Topics covered ...



#### What Makes a Successful EA/Administrator?

- Define your role and what is required of a proficient EA
- Improving your credibility
- Developing confidence and esteem

#### Personal Management Skills

- Understand your place in the management team
- Identifying your core competencies
- Match business goals with administrative support
- Role of an Executive Assistant or Personal Assistant
- Balancing the demands of more than one manager

#### Planning and Scheduling

- Planning and setting objectives
- Key steps of solving problems
- Setting Priorities and goals
- Urgency/Importance dilemma
- Time Management
- Calendar Management using Outlook

#### Time Management

- Understanding your time wasters
- Effective meeting management
- Time Management techniques to practice

#### Interpersonal Skills

- Working relationships and team dynamics
- Managing verbal and non-verbal behaviour
- Managing your emotions
- Building mutual respect and trust with others

#### Communication Skills

- Communicating effectively
- Active Listening skills
- Giving and getting instructions
- Tact and diplomacy
- Assertiveness without aggression
- Understanding body language
- Left brain/Right brain traits in effective communication

#### Conflict Management

- Resolve conflict in a professional manner
- Coping with Stress
- Dealing with difficult people and situations

#### Agendas and Minutes

- Preparing Meeting Agendas
- Minute Taking techniques
- Preparing the minutes of a meeting
- Writing Reports
- Understanding the organisation and structure of reports

#### Writing Professional Emails

- Organising your thoughts
- Layout and structure
- Email etiquette
- Setting follow up reminders in Outlook

#### Dealing with Stress in the Workplace

- Signs of stress
- Identifying Personal stress or stress of others
- Stress Management

#### Putting your Skills to Work

- Effective meeting management
- Improve personal impact as you present
- Provide feedback with confidence

#### Delivery Options



Public Schedule



Live-Online



Group Training



In-house

#### To book this course:

Call: **1300-2GO-CTS**

Web: [www.ctstraining.com.au](http://www.ctstraining.com.au)

Email: [info@ctstraining.com.au](mailto:info@ctstraining.com.au)

#### Competencies:

**BSB30107: Certificate III in Business**

*BSBADM307B- Organise Schedules*

**BSB40207: Certificate IV in Business**

*BSBWOR403A- Manage Stress in the Workplace*

*BSBCMM401A- Make a presentation*

*BSBADM405B- Organise meetings*