



The Executive Assistant – Personal Assistant Masterclass Training

Description

Introduction

This program is designed for:

Executive and personal secretaries, personal assistants, senior clerks, senior administrators and others with the potential to become office managers.

Objectives

- Practice advanced administration techniques to effectively run the office of a senior manager.
- Build excellent relationship with the manager and maximize productivity.
- Acquire modern concepts and strategies related to the job in order to carry out responsibilities with a high degree of competence.
- Apply professional business-writing techniques in e-mails.
- List the main causes of stress and prepare an action plan to keep it under control.
- Prepare and organize a professional meeting, write its agenda and take minutes accurately.
- Demonstrate professional skills in communicating with the internal/external public in an effective manner.

Content

Progressive Role of the Executive Assistant/PA

- Developing and Broadening your Role
- Expanding Yourself: Going Beyond Expectations
- Widening the Managerial Aspects of your Role
- Competencies of the Modern PA
- Better Management of your Work Flow

Optimizing the Relationship with the Boss

- Establishing Common Objectives/Priorities
- Knowing and Synchronizing Expectations
- Building and Managing the Relationship
- Maximizing your Value Relative to the Boss
- Partnering with the Boss

Effective Interpersonal Communication

- Building Excellent Relationships with Colleagues
- Dealing with Difficult Personalities
- Developing Self-Confidence and Assertiveness
- Presenting your Ideas and Influencing Others
- Negotiating Win-Win Outcomes
- Perceptions, Attitudes and Beliefs

Professional Business Writing

- Crucial Elements for Excellent Writing
- Writing Professional Emails
- Email Etiquette

Controlling Stress

- Understanding Stress
- What Happens When you are Under Stress: The Symptoms
- Identifying Actual Causes of Stress
- Action-Planning to Keep Stress Under Control
- Time-Management Preventive Measures

Organizing Professional Meetings

- Planning for the Meeting
- Preparing the Agenda
- Techniques for Writing the Minutes
- Improving the Effectiveness of your Meetings
- Actions to Take After your Meetings

Dealing with Visitors and Improving Customer Service

- Different Techniques for Screening Visitors
- Servicing Internal and External Customers
- Handling Complaints Professionally
- Making your Department Customer-Friendly