

EXECUTIVE AND PERSONAL ASSISTANTS

Training Objectives



This workshop will help you to:

- ✓ Understand your different roles
- ✓ Build effective working relationships
- ✓ Manage digital and task overload and prioritisation
- ✓ Have self-awareness and personal effectiveness
- ✓ Understand different communication styles
- ✓ Handle difficult situations

COURSE CONTENTS

Welcome and Introduction

- ✓ Ground rules and logistics
- ✓ Workshop participant outcomes
- ✓ Introduction to excellence in your roles
- ✓ Training outcomes, manual and timings

Developing Partnerships

- ✓ Understand communication and rapport
- ✓ Develop an awareness of office culture
- ✓ Read the hidden rules
- ✓ Understand how different personalities work together

The Extraordinary Assistant

- ✓ The importance and value of your role
- ✓ The value beyond your job description
- ✓ Personal and performance effectiveness
- ✓ Gate keeping and negotiating conflicting expectations
- ✓ Delegation and decision making

Managing Activities and Priorities

- ✓ Identify task and activity overload
- ✓ Managing digital overload – emails and documents
- ✓ Managing tasks and deliverables
- ✓ Strategies and tactics for prioritisation

Handling Difficult Situations

- ✓ Keep cool under pressure
- ✓ Get buy in from competing stakeholders
- ✓ Navigate and stabilise change and stress
- ✓ Assertiveness and stabilising tactics
- ✓ Facilitate and lead positive outcomes

Integration

- ✓ A process to integrate new performance, information and tailor it to your role
- ✓ Create a personal action plan for continuous improvement



Mind Skills Mastery, a Division of K2 & Associates Ltd
Contact us on 04 212 5299 or email office@mindskillsmastery.com
to discuss your requirements for Executive Assistant Training

This workshop is both information training and experiential, you get to apply the learning in real time. Direct experience during the training enables participants to modify, adapt and personalise the learning to your role. All participants receive a reference workbook to facilitate ongoing excellence.

