

Executive and Personal Assistants Workshop

Course Duration 1 Day

Being an Executive or Personal Assistant is a unique position that requires a variety of skills. Whether you are updating schedules, making travel arrangements, minute taking, or creating important documents all must be done with a high degree of confidentiality. Confidentiality is one of the most important characteristics for every assistant.

Our Executive and Personal Assistants workshop will show your participants what it takes to be a successful assistant. Participants will learn what it takes to effectively manage a schedule, organize a meeting, and even how to be a successful gatekeeper. Being an Executive or Personal Assistant takes a special skill set and this workshop will provide your participants with the necessary tools.

Course Objectives

At the end of the course participants will be able to:

- Adapt to the needs and styles of management
- Communicate through written, verbal, and nonverbal methods
- Improve time management skills
- Manage meetings effectively
- Act as a gatekeeper
- Use the tools of the trade effectively

Course Outline

<p>Working with Your Manager Adapting to Their Style Anticipate Their Needs Getting Your Responsibilities Defined When to Take the Initiative</p>	<p>Variations for Large and Small Meetings Tools of the Trade (I) Email Protocol Office Machinery Computer and Software Skills Communication Skills</p>	<p>Goal Setting Plan for Tomorrow, Today Staying on Track</p>
<p>Administrative Soft Skills Social Intelligence Basic Business Acumen Office Management Active Listening</p>	<p>Tools of the Trade (II) Phone and Voicemail Etiquette Word Processing Business Writing Internet Research</p>	<p>Confidentiality Guidelines Your Confidentiality Duty Be Diplomatic and Discreet Keeping Data Secure What to Do in Sticky Situations</p>
<p>Effective Time Management Calendar Management Prepare for Changes and Surprises Keeping Others on Track Urgent/Important Matrix</p>	<p>Being an Effective Gatekeeper Filtering Data and Information Learn to Say No Dealing with Difficult People Recognize the Tricks</p>	<p>Special Tasks Project Management Trade Shows Interacting with Clients Social Media Management</p>
<p>Meeting Management Creating an Agenda Keeping Minutes Keeping the Meeting on Time</p>	<p>Organizational Skills Prioritizing Your Workload</p>	