

### Essential Skills for EAs and PAs

Duration: 2 days

#### Overview:

The role of the EA or PA is not always an easy one, especially if your boss/es are great at their technical expertise but not necessarily good at organising themselves or have a tendency to intimidate (perhaps unknown to them) with their interpersonal style. On the other hand, a good EA or PA who is on top of their game, can make a world of difference to their direct superiors and end up with a very professional reputation, derive a good deal of satisfaction from their job and wield a lot of clout in the process. The essential skills for EAs and PAs program will provide you with the foundations to achieve the most from your role as an EA or PA. It helps you to develop your skills and professionalism for a rewarding and successful career.

#### Target Audience:

Those who have recently benefited from this training include:

- Secretaries
- Personal Assistants
- Executive Assistants

#### At Course Completion:

Participants will leave the course with a certificate of attendance and an individualised action plan to help support next steps on return to the workplace. More importantly you will have developed skills and knowledge to become:

- Happier and more satisfied in your work
- More proactive and organised
- A greater asset to your manager/s
- An assertive and positive relationship builder
- Less stressed
- More confident in difficult situations

#### Lesson 1: The Big Picture

- The Evolution of the Secretary
- Your Work Role
- What Australian Executive Assistants Do
- The Future
- A Professional Image

#### Lesson 2: Customer and Client Service

- Your Attitude The Key to Success with People
- Customer Service
- Small Group Exercise

#### Lesson 3: Refining Your Communication Skills

- Professionalism & Communication Skills
- Obtaining Information and Ascertaining Needs
- Non-verbal Communication

#### Lesson 4: Assertiveness and Self-Confidence

- Assertive Communication
- Which is Which?
- A Quick Quiz
- Your Personal Beliefs and Rights
- "I" Language
- Use "I-statements" Rather Than "You-statements"
- Positive Phrases
- Co-operation Techniques

#### Lesson 5: Efficiency and Effectiveness

- Where Does My Time Go?
- Prioritising
- The Time Management Matrix (Covey)
- How to Work from a Clear Desk

#### Lesson 6: Managing E-mail

- Managing E-mail
- Rules of Good E-mail Management
- Netiquette DOs and DONTs of E-mail

#### Lesson 7: Diary Management

- Working Better as a Team
- Tips for Handling Your Managers Diary Effectively

#### Lesson 8: Organising Productive Meetings

- Meetings
- What Is the Purpose of a Meeting?
- Are There Alternatives to Meetings?
- Solving Common Meeting Problems
- Organising Meetings
- Checklist for Effective Meetings
- Sample Meeting Agenda
- Allocating Tasks to Others
- Giving Instructions
- Getting Through the Barriers
- Stress Management

#### Lesson 9: Professional Telephone Skills

- Telephone Basics
- Transferring Calls and Taking Messages

#### Lesson 10: What Next?

- Goal Setting
- Working with Your Manager
- Checklist for Establishing Good Rapport with Your Manager