Together, a ‘big picture boss’ and an effective assistant can set the tone, culture and tempo for the entire organisation.

The pdtraining Advanced Skills for Personal Assistants and Secretaries course provides clear understanding of the range of important functions they fill and provides tools and techniques to be more effective in the workplace.

In this course, you will learn a range of practical skills and techniques that will empower you to portray professionalism across each aspect and a range of techniques that will help your role - from arranging and controlling meetings, to managing upwards and handling commercially sensitive information.

This is a great course, full of excellent content, and useful skills and techniques. Courses are available Australia-wide including Sydney, Parramatta, Melbourne, Brisbane, Canberra, Adelaide, and Perth or online.

Please click on the Public Class tab below to view our Advanced Skills for Personal Assistants and Secretaries - Sydney, Melbourne, Brisbane, Canberra, Adelaide, Perth, Parramatta course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

Foundation Skills for Personal Assistants and Secretaries Training Course

Advanced Skills for Personal Assistants and Secretaries Course Outline

Foreword:
During this course, participants engage in learning in theory and practice the duties of a personal assistant. This interactive course includes activities to enhance learning and the development of practical skills.

This comprehensive course involves the development of skills and knowledge that the job of a personal assistant demands. These include developing social intelligence, flexibility, management skills, people management skills, business writing skills, and prioritising tasks.

People also viewed: Foundation Skills for Personal Assistants and Secretaries Training Course

Outcomes:
After completing this course, participants will have learnt to:

- Adapt to the manager’s needs and style of working
- Take initiative when needed
- Develop social intelligence
- Develop basic business acumen
- Understand the importance of office management
- Listen actively
- Prepare for changes and surprises
- Manage others and keep them on track
- Keep minutes
- Manage meetings expertly
- Understand and use email protocol
- Develop computer and communication skills
- Develop phone and voicemail etiquette
- Develop confidentiality
- Understand and use social media management
- Handle difficult people and situations

Advanced Skills for Personal Assistants and Secretaries Training Course - Lesson 1: Getting Started

- Workshop Objectives
- Pre-Assignment

Advanced Skills for Personal Assistants and Secretaries Training Course - Lesson 2: Working with Your Manager

- Adapting to Their Style
- Anticipate Their Needs
- Getting Your Responsibilities Defined
- When to Take the Initiative
- Case Study
- Lesson Two: Review Questions

Advanced Skills for Personal Assistants and Secretaries Training Course available Australia wide from pd training
Administrative Soft Skills
- Social Intelligence
- Basic Business Acumen
- Office Management
- Active Listening
- Case Study
- Lesson Three: Review Questions

Effective Time Management
- Calendar Management
- Prepare for Changes and Surprises
- Keeping Others on Track
- Urgent / Important Matrix
- Case Study
- Lesson Four: Review Questions

Advanced Skills for Personal Assistants and Secretaries
Training Course - Lesson 5:
Meeting Management
- Creating an Agenda
- Keeping Minutes
- Keeping the Meeting on Time
- Variations for Large and Small Meetings
- Case Study
- Lesson Five: Review Questions

Advanced Skills for Personal Assistants and Secretaries
Training Course - Lesson 6:
Tools of the Trade (I)
- Email Protocol
- Office Machinery
- Computer and Software Skills
- Communication Skills
- Case Study
- Lesson Six: Review Questions

Advanced Skills for Personal Assistants and Secretaries
Training Course - Lesson 7:
Tools of the Trade (II)
- Creating an Agenda
- Keeping Minutes
- Keeping the Meeting on Time
- Variations for Large and Small Meetings
- Case Study
- Lesson Seven: Review Questions

Advanced Skills for Personal Assistants and Secretaries
Training Course - Lesson 8:
Being an Effective Gatekeeper
- Email Protocol
- Office Machinery
- Computer and Software Skills
- Communication Skills
- Case Study
- Lesson Eight: Review Questions

Advanced Skills for Personal Assistants and Secretaries
Training Course - Lesson 9:
Organizational Skills
- Prioritising Your Workload
- Goal Setting
- Plan for Tomorrow, Today
- Staying on Track
- Case Study
- Lesson Nine: Review Questions

Advanced Skills for Personal Assistants and Secretaries
Training Course - Lesson 10:
Confidentiality Guidelines
- Your Confidentiality Duty
- Be Diplomatic and Discreet
- Keeping Data Secure
- What to Do in Sticky Situations
- Case Study
- Lesson Ten: Review Questions

Advanced Skills for Personal Assistants and Secretaries
Training Course - Lesson 11:
Special Tasks
- Project Management
- Trade Shows
- Interacting with Clients
- Social Media Management
- Case Study
- Lesson Eleven: Review Questions

Advanced Skills for Personal Assistants and Secretaries
Training Course - Lesson 12:
Wrapping Up
- Words from the Wise
- Lessons Learned

Web Links:
View this course online:
In-house Training Instant Quote:
Public Classes - Enrol Now!

Advanced Skills for Personal Assistants and Secretaries Training Course available Australia wide from pd training