



Advanced skills for Executive Assistants



Advanced Skills for Executive Assistants Training Course Outline

Foreword:

Having effective administrative skills are essential in today's work environment. Being organised, punctual and effective in your communication skills, both written and verbal, are crucial if you want to achieve your goals in any endeavour you pursue. The current business environment is filled with many sources of information, and you have to take that information and analyse it, prioritise it, and process it to the extent where value is achieved for the organisation. Good administrative skills reduce the risk of "things falling through the cracks." Great administrative skills create exponential results that spot potential problems, overcome obstacles and leverage resources effectively.

In this course, you will learn the core skills that will help you use your resources efficiently, manage your time wisely, communicate effectively and collaborate with others skilfully. The practices presented in this module will take time to root into your daily work routine. However, making the commitment to consistently apply the concepts everyday is the key to changing and adopting new behaviours in a short amount of time.

Advanced Skills for Executive Assistants Training Course - Lesson 1 **Getting Organised (Part 1)**

- Dealing with Email
- Managing Electronic Files
- Keeping Track of the Paper Trail
- Making the most of Voice Mail

Advanced Skills for Executive Assistants Training Course - Lesson 2 **Getting Organised (Part 2)**

- Keeping your Workspace Organised
- Using a To-do Book
- The Extra Mile: Adding Project Management Techniques to your Toolbox

Advanced Skills for Executive Assistants Training Course - Lesson 3 **Managing Time**

- Managing your Time
- Keeping others on Track
- Maintaining Schedules

Advanced Skills for Executive Assistants Training Course - Lesson 4 **Getting it all Done on Time**

- Prioritising
- The Secret to Staying on Track
- Goal Setting



Advanced Skills for Executive Assistants Training Course - Lesson 5 **Special Tasks**

- Planning Small Meetings
- Planning Large Meetings
- Organising Travel

Advanced Skills for Executive Assistants Training Course - Lesson 6 **Verbal Communication Skills**

- Listening and Hearing: they aren't the Same
- Asking Questions

Communicating with Power

Advanced Skills for Executive Assistants Training Course - Lesson 7 **Non-Verbal Communication Skills**

- Body Language
- The Signals you Send to Others
- It's not what you Say, it's how you Say it

Advanced Skills for Executive Assistants Training Course - Lesson 8 **Empowering Yourself**

- Being Assertive
- Resolving Conflict
- Building Consensus
- Making Decisions

Advanced Skills for Executive Assistants Training Course - Lesson 9 **The Team of Two**

- Working with your Manager
- Influencing Skills
- What to do in Sticky Situations

Advanced Skills for Executive Assistants Training Course - Lesson 10 **Taking Care of Yourself**

- Ergonomics
- Stress Management
- Dealing with a Heavy Workload

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