

Executive & Personal Assistants

Executive and personal assistants have always played an important role in business. Their roles and responsibilities have evolved, but assistants are still vital to the profitability of any organization. Training to become an effective assistant will make you a valued employee who assists management on the road to success.

Modules

- Working with your Manager
 - Adapting to their styles
 - Anticipating their needs
 - When to take the initiative
- Administrative Soft Skills
 - Social Intelligence
 - Office Management
 - Active listening
- Effective Time Management
 - Calendar Management
 - Urgent / Important Matrix
- Meeting Management
 - Keeping Minutes
 - Variations of Large & Small meetings
- Tools of the trade
 - Email protocol
 - Communication Skills
- Being an effective gatekeeper
 - Filtering data & Information
 - Dealing with difficult people
- Organizational Skills
- Confidentiality guidelines
- Special tasks
 - Project Management
 - Trade Shows
 - Social Media Management



2 Day Workshop

Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Wrapping up

- Activities
- Words from the Wise
- Review of Parking Lot
- Lessons Learned