



Foundation Skills for Elite Personal and Executive Assistants (PDFSPA)

LENGTH

1 day

PRICE (Incl. GST)

\$770

PD TRAINING AT LUMIFY WORK

PD Training is Australia's leading provider of professional development training, cutting edge psychometric profiling and HR services. They help companies provide training and development to their staff that is on-target, fun, retained, and achieves their goals.

Lumify Work partners with PD Training to offer an extensive range of Professional Development training and short courses, through a network of over 400 specialist trainers.



WHY STUDY THIS COURSE

In this one-day Foundation Skills for Elite Personal and and Executive Assistants training course you'll learn the skills to help you use your resources efficiently, manage your time wisely, communicate effectively, and collaborate with others skillfully.

You'll be empowered with techniques to become well-organised, efficient, and well-prepared for today's evolving workplace. You'll enhance and develop your skills to communicate effectively with all levels of staff. Learn key skills like managing meetings and travel itineraries, managing conflict, the basics of reading and using body language, basic project management skills, active listening techniques, and more.

This course is delivered in partnership with PD Training.

WHAT YOU'LL LEARN

After completing this course, participants will be able to:

- › Become highly organised using smart, efficient systems
- › Manage time more effectively and strategically
- › Master prioritisation of time, complete all important tasks, and help their manager do the same
- › Utilise highly effective verbal and non-verbal communication techniques
- › Become more proactive and empowered in their role
- › Communicate more effectively with their manager
- › Gain an insight into the importance of caring for themselves
- › Make the most of their 'Team of Two'

<https://www.lumifywork.com/en-au/courses/foundation-skills-for-elite-personal-and-executive-assistants-pdfspa/>



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COURSE SUBJECTS

Lesson 1: The effective PA

- The skills and attributes of an effective PA/EA
- Role defined

Lesson 2: Your winning style and how best to communicate with your manager

- LDP Review - Communication Evolution Tool
 - Understanding the Counsellor
 - Understanding the Coach
 - Understanding the Driver
 - Understanding the Advisor
- Adapting your approach to be effective
 - Do's and don'ts when interacting with the Counsellor
 - Planning my future communication strategies with Counsellors
 - Do's and don'ts when interacting with the Coach
 - Planning my future communication strategies with Coaches
 - Do's and don'ts when interacting with the Driver
 - Planning my future communication strategies with Drivers
 - Do's and don'ts when interacting with the Advisor
 - Planning my future communication strategies with Advisors

Lesson 3: Set up for success

- Your web of influence
- Key personnel in depth template
- Management Personal Information Template (PIT)



My instructor was great being able to put scenarios into real world instances that related to my specific situation.

I was made to feel welcome from the moment I arrived and the ability to sit as a group outside the classroom to discuss our situations and our goals was extremely valuable.

I learnt a lot and felt it was important that my goals by attending this course were met.

Great job Lumify Work team.

AMANDA NICOL
IT SUPPORT SERVICES
MANAGER - HEALTH WORLD
LIMITED

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Lumify Work Customised Training

We can also deliver and customise this training course for larger groups saving your organisation time, money and resources.

For more information, please contact us on [1 800 853 276](tel:1800853276).

Lesson 4: Working in sync

- Email management
- Email etiquette
- Create the email however direct replies to someone else
- Manage your inbox
- Follow the READ principle and stay on top of your email
- Manage your inbox with flags and rules

Lesson 5: Time management

- Block out times for your manager
- Organised review and preparation times

Lesson 6: Prioritisation to keep you on track

- That's a WRAP - getting it all done on time
- WRAP technique
- Ranking priorities
- Anticipating time for tasks - using PERT
- Beyond goal setting
- The SMART R Framework
- Writing SMART R goals
- SMART R goal template
- Additional tips
- Goals deconstructed
- Reconstruct your SMART goal

Lesson 7: Meetings to run without a hitch!

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- Meeting checklist
- Meeting checklist template
- Agenda creation
- Meeting agenda template
- Keep the meeting on time - planned time interrupters
- Minute-taking that you can understand
- Composing your minutes
- What can you do to help yourself?

Lesson 8: Reflections

- Create an Action Plan
- Accountability = action

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WHO IS THE COURSE FOR?

This is a practical class that is suitable for all audiences, and provides participants with tools they can apply on-the-job (and in other contexts) the very next day.

PREREQUISITES

None

The supply of this course by Lumify Work is governed by the booking terms and conditions. Please read the terms and conditions carefully before enrolling in this course, as enrolment in the course is conditional on acceptance of these terms and conditions.

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