

Executive and Personal Assistants Programme

"The feeling of fulfillment comes from doing something for another. The feeling of fulfillment comes from the exertion of time and energy for someone else." Simon Sinek

Being an Executive or Personal Assistant is a unique position that requires a variety of skills. Whether you are updating schedules, making travel arrangements, minute taking or creating important documents, all must be done with a high degree of professionalism. Being an Executive or Personal Assistant takes a special skill set and this workshop will provide participants with the necessary tools.

Our Executive and Personal Assistants workshop will help participants discover what it takes to be a successful assistant. Topics such as what it takes to effectively manage a schedule, organise a meeting, and even how to be a successful gatekeeper among others will be covered in the workshop. In addition, participants will explore ways of staying ahead of the game, keeping up with the latest best practice, and finding ways to add value in their role.



Course Objectives and Content

KEY LEARNING OBJECTIVES

1. Improve how to work with your manager, adapting to their style of working.
2. Learn some administrative skills that enhance your productivity and relationships with others.
3. Enhance your time management and organisational skills that will help you to prioritise your workload.
4. Be equipped with some critical tools that will help you work more effectively.

WHO IS THIS FOR?

This course is suited for executive and personal assistants in any organisation!

COURSE CONTENT

1. Working with your manager; adapting to their style, anticipating their needs, getting responsibilities defined, when to take the initiative.
2. Administrative soft skills; social intelligence, basic business acumen, office management, active listening.
3. Effective time management; calendar management, preparing for changes and surprises, keeping others on track, urgent/important matrix.
4. Meeting management; creating an agenda, keeping minutes, keeping the meeting on time, variations for large and small meetings.
5. Tools of the trade (I); email protocol, office machinery, computer and software skills, communication skills.
6. Tools of the trade (II); phone and voicemail etiquette, word processing, business writing, internet research.
7. Being an effective gatekeeper; filtering data and information, learning to say no, dealing with difficult people, recognising the tricks.
8. Organisational skills; prioritising your workload, goal setting, planning for tomorrow, today, staying on track.
9. Confidentiality guidelines; your confidentially duty, diplomacy and discretion, keeping data secure, what to do in sticky situations.
10. Special tasks; project management, tradeshow, interacting with clients, social media management.

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