

# ESSENTIAL SKILLS FOR PERSONAL ASSISTANTS



By **SGS**

2 DAY



## LEARNING OUTCOMES

- Develop professionalism and understand why it is important for your business image and reputation
- Manage workplace interactions up, down and across organisations, including working with multiple managers
- Distinguish and understand diverse communication styles to improve your effectiveness
- Apply principles of effective communication through listening and questioning techniques
- Develop an assertive communication style
- Plan and schedule your workflow using time management and decision making skills
- Produce persuasive written communication

## CORE COMPETENCIES

- **Business Acumen**
- **Career Ambition & Planning**
- **Interpersonal Savvy**

## COURSE OVERVIEW

Personal assistants or senior administrations are required to have a high level of interpersonal, planning, time management and problem solving skills.

This course examines best practice behaviours and systems for productively contributing to a professional work team. You will learn practical tools and techniques to empower you to develop your workflow, organisational and interpersonal skills and to engage with people at all levels of business.

## TOPICS COVERED IN THIS COURSE

### The six core competencies

Evaluate your current skills and identify areas of development.

### Goals and personal motivation

Decide what you want to do and how you will get there by setting SMART goals.

### Essential people skills

Learn to vary your style based on the person and situation.

### Effective communication

Identify the scaffolding blocks of communication, such as active listening and questioning skills.

### Creating positive first impressions

Get off to a good start by understanding how tone, body language and words impact your message, whether it's delivered face to face or over the phone.

### Assertive communication

Develop a style of communicating that enhances mutual respect and allows clear, open communication to take place.

### How to say 'no'

Be straight forward and honest in a respectful and professional way.

### Good telephone etiquette

Explore best practice business protocols and how to deal with emotional callers.

### Manage your manager

Five ways to improve your working relationship with your manager.

### Dealing with multiple managers

Use effective scheduling techniques to determine priorities and manage workflow.

### Feedback

How to respond effectively to feedback so the needs of both parties are being met.

### Time management is self-management

Self-evaluate your time management habits and develop a range of techniques to work more productively.

### Managing interruptions and distractions

Identify and stop time wasters.

### Writing effective emails

Write clear and concise emails that people will want to read.

Practical, relevant training developed for the Australian workplace.

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