

## The Exceptional Executive/Personal Assistant

EA & PA are highly visible roles that demand the right mix of personality and skills.

This course focuses on key skills which are fundamental in this role – managing your manager/s, problem solving, communication, understanding personality dynamics, leadership and handling stress/pressure.

### Course Structure

This comprehensive one day course is full of practical strategies and insights that really work, which you can apply the very next day in the office.

#### Understanding the responsibilities and opportunities of the Executive/Personal Assistant Role

- › Overview of the EA/PA position and key role responsibilities
- › Opportunities to amplify career development and gain respect

#### Problem Solving

- › Insight into how to deal with issues in a timely manner
- › Systems and ways of gaining mutual understanding to clarify and manage expectations
- › Effective problem solving process and techniques to manage stress and worry

#### Developing the Leader in You

- › Modelling the way – every interaction with a colleague is building your personal brand
- › Increasing and enhancing communication skills
- › Increasing personal productivity and that of your boss
- › Understanding accountability and methods of ensuring focus on what really matters
- › Enhancing business social skills – tools and tips to ensure work functions flow with ease, networking is professional and conversation flows.

#### Working with Others

- › Working with teams and individual personality dynamics
- › Understanding your personality styles and how best to work effectively with others when their personality temperament/working style is very different to yours.

#### Handling Stress & Pressure

- › Learn proven strategies to help you maintain alertness and productivity
- › Understand ways to minimise the impact of stress and pressure.
- › Dealing with conflict can be incredibly stressful. This course will provide a 10 step process for dealing with difficult situations and creating win/win outcomes.

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### Course Nuts and Bolts

- Course Dates: Please refer to our website for upcoming dates [www.innovativetraining.co.nz](http://www.innovativetraining.co.nz)
- Investment: Standard Fee: \$650 + GST | Early Bird Fee: \$595 + GST
- Duration: A full day course, starting at 9.00am and concluding at 4.00pm.
- Location: Registered course attendees will be provided with full venue details.
- Limited Numbers: Courses are limited to 10 participants. Please register early to avoid disappointment.
- Inclusions: Highly experienced trainer, a comprehensive manual, ITS Certificate of Achievement, lunch and refreshments.

### Further Information

This practical course is customised to the needs of today's Executive Assistants, Personal Assistants and Senior Secretaries. The course is packed full of strategies for working effectively with Managers, clients and team members.

Attendees are shown how to take ownership of their role and in turn, gain greater understanding of their responsibilities within their business, how to communicate effectively, be positive role models and deal with issues in a timely manner.

An exceptional Executive or Personal Assistant can contribute in significant ways to their boss's productivity and therefore is worth many times his or her salary. Excellence is doing ordinary things extraordinarily well – this invaluable short course is designed to heighten the level of the attendees' knowledge, skills and value of the role of Executive or Personal Assistant. It will provide you with tools and techniques to become a highly sort after, valued and respected member of your business or organisation.

#### Please Note

We can facilitate this course in-house for your business and customise the content to suit your requirements. To discuss your needs, get-in-touch by email: [enquiry@innovativetraining.co.nz](mailto:enquiry@innovativetraining.co.nz) or call us +64 9 360 3252.