

# The Exceptional Executive & Personal Assistant

## Course Overview - Full Day

The roles of an EA and PA are highly demanding and require the right mix of experience, skills, flexibility, and personality.

This course focuses on key skills which are fundamental to the EA/PA role – managing your manager, effective communication, problem solving, managing workflow, dealing with issues, understanding working styles, leadership, handling pressure and managing stress levels.

The course will be of value to anyone working as an EA/PA, whether they are new to the role, or have many years of experience.

## Course Structure

### The Executive/Personal Assistant Role

Overview of the EA/PA position. Why the manager and EA/PA role is a collaborative relationship. How to work effectively with your manager(s).

### Problem Solving and Managing Workflow

Strategies for dealing with issues in a timely manner and managing expectations. Effective 5 Step problem solving process to gain consensus.

### Self-Management

Accountability and ensuring that focus is on what really matters. Identify top time-wasters and implement strategies to increase personal productivity and effectiveness.

### Insight into Working Styles

How to work effectively with others when their personality temperament/working style is very different to yours. How to handle difficult conversations.

### Developing the Leader in You

Modelling the way. Being a positive role model and gaining consensus. Increasing and enhancing communication skills to gain workable outcomes.

### Handling Stress and Ongoing Pressure

How to minimise the impact of stress and build resilience. Proven strategies to manage pressure and to help you maintain alertness and productivity.

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### Course Dates & Prices

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

### Training Outcomes

- › Enhanced understanding of how to work collaboratively with managers.
- › Uses course tools to manage workflow and deals with issues in a timely manner.
- › Proactive in dealing with assumptions and expectations.
- › Recognises differing working styles and how to handle them effectively.
- › Models positive leadership in interaction with staff and across all levels.
- › Applies the different tools for problem solving and gaining consensus.
- › Demonstrates increased self-confidence in managing confrontational conversations.
- › Maintains productivity through better self-management when under pressure and stress.
- › Produces a 3-week Action Plan to apply training in real-worktime.

#### 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.