XCELERATE TRAINING INSTITUTE

your learning & development partner

OFFICE ADMINISTRATION

Executive Assistant and Personal Assistant (PA) Training Course

DURATION	LANGUAGE	FORMAT
10 days	**English**	**Classroom / Online**

Upcoming dates

Dates	Venue	Format	Fee
4 – 15 ????? 2027	Live online	Online (live)	**€1?800**
8 – 19 ?????? 2027	Casablanca	Classroom	**€7?200**
12 – 23 ????? 2027	Live online	Online (live)	**€1?800**

Register or ask a question

Online: x8ti.com/course/executive-assistant-and-personal-assistant-pa-traini…

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Executive Assistant and Personal Assistant (PA) Training Course

Introduction

The efficient operation of an office is crucial for business success. Dynamic office management, timely organization, administrative skills, and effective business communication are essential for providing necessary services promptly.

A certified administrative professional combines various competencies to address diverse office concerns. As offices become more technologically driven, there is a need for versatile professionals with a wide range of office skills.

These professionals manage tasks such as planning, business communication, and information distribution, ensuring that business functions are harmonized and executed simultaneously. They serve as a link between various operations, coordinating activities to achieve the common goals of the business.

Learning Objectives

The Certified Administrative Professional course aims to:

- Enhance participants' professional qualifications, making them valuable assets to their organizations.
- Highlight the range of duties and responsibilities of an administrative professional.
- Expand participants' skill sets and knowledge bases.
- Boost participants' self-esteem and confidence with familiarity with the latest trends and techniques.
- Strengthen participants' communication abilities, with a focus on business communication.
- Provide industry-recognized certification to advance participants' careers.
- Increase office productivity through better coordination of activities.

Training Methodology

- Interactive sessions and lectures.
- Presentations.
- Management games.
- Role-playing/modeling.
- Case studies.
- Group discussions.
- Problem-solving sessions. Xcelerate Training Institutes follows the 'Do-Review-Learn-Apply' model.

Benefits for Your Organisation

Organizations will benefit from:

- Smooth workflow and better coordination among office activities.
- Timely performance of activities such as meetings, payments, policy communication, and document filing.

- Improved management of physical resources like inventory and office supplies.
- Enhanced employee supervision, including training, conflict resolution, and counseling.
- Reduced activity costs and resource waste through better planning and organization.
- Improved public relations through better communication with customers.
- Optimal use of technology for virtual meetings, internet use, and office record maintenance.

Benefits for You

Participants will gain:

- A better understanding of managerial and administrative concepts and their real-life applications.
- A versatile skill set in organizing, scheduling, business communication, supervising, and administration.
- Flexibility to adapt to dynamic business environments.
- A competitive edge over peers with enhanced practical knowledge and skills.
- Improved resumes and the ability to negotiate better remuneration.

Who Should Attend

This course is ideal for:

- Office administrators
- Office assistants
- Office clerks
- Office secretaries
- Administrative assistants
- Front office managers
- Receptionists
- Supervisors
- General managers
- Entrepreneurs and start-up founders

Course Outline

The following components are covered in the Executive Assistant and Personal Assistant (PA) Training Certification Course:

Role of a Modern Personal Executive Assistant

- Understanding modern organizational structures.
- Navigating today's global business environment.
- Enhancing and promoting the value of a PA/EA.
- Grasping managerial aspects.
- Developing competencies of a next-generation PA/EA.

Assistant and Manager Relationship

- Setting common objectives and priorities.

- Communicating effectively with the manager.
- Building and maintaining a productive working relationship.
- Adapting to the manager's work style and anticipating needs.
- Partnering with the manager.
- Making dependent and independent decisions.
- Representing the manager.

Time Optimization, Task Management & Prioritization

- Importance of optimizing time.
- Effective task management.
- Enhancing task efficiency and effectiveness.
- Techniques for time management.
- Prioritizing and multitasking.
- Using the urgent/important matrix.
- Delegating tasks.
- Managing conflicting priorities.
- Setting SMART objectives.

Business Etiquette and Diplomacy

- Understanding protocol and business etiquette.
- Reflecting the brand image.
- Developing customer experience skills.
- Remembering names and appointments.
- Noting schedules.
- Practicing Netiquette (Internet Etiquette).
- Ensuring confidentiality and compliance.
- Securing data.
- Engaging in business correspondence.

Effective Interpersonal Communication

- Building inter-department and client relationships.
- Handling difficult personalities and scenarios.
- Boosting self-confidence and assertiveness.
- Presenting opinions and influencing others.
- Using BATNA and negotiation techniques.
- Achieving win-win results in negotiations.
- Understanding perceptions, attitudes, and beliefs.
- Practicing telephone etiquette.
- Developing active listening skills.
- Paying attention to detail.

Meetings Management

- Following meeting etiquette.
- Planning and preparing for meetings.
- Creating effective agendas.
- Techniques for writing meeting minutes.
- Improving meeting efficiency.
- Creating action plans after meetings.
- Note-taking and transcription.
- Closing and follow-ups.
- Booking appointments and arranging interviews.
- Managing travel arrangements and events.

Emotional Intelligence (EI) and Stress Management

- Introduction to emotional intelligence.
- Understanding EI and human psychology.
- Exploring EI dimensions for assistants.
- Developing EI tactics and skills.
- Recognizing and controlling stress symptoms.
- Dealing with stress effectively.
- Linking emotions, stress, and productivity.

Visitors Management

- Welcoming visitors.
- Handling different types of visitors.
- Improving customer service.
- Techniques for screening visitors.
- Serving internal and external customers.
- Handling complaints professionally.

Professional Business Communications

- Writing business reports.
- Key elements of business writing.
- Proofreading documents.
- Writing professional emails and maintaining etiquette.
- Engaging in business correspondence.
- Developing presentation skills using the WHPI method.
- Handling complaints through communication.
- Giving and receiving feedback.
- Understanding body language and building rapport.
- Managing diaries and calendars.

Additional Responsibilities

- Managing the manager's personal requirements.
- Handling interruptions.
- Performing administrative duties.
- Sourcing office supplies.
- Managing accounting and stock.
- Simple budgeting.
- Managing invoices and petty cash.

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Registration Form

Executive Assistant and Personal Assistant (PA) Training Course

Preferred dates: ..... Venue or online: .....

Duration: 10 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

Payment

☐ Please invoice me ☐ Please invoice my company

Signature: ..... Date: .....

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info@x8ti.com

Register online
Open the course page