

A LDI Training Course

The Qualities of a Good Executive Secretaries and Personal Assistants

by
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INTRODUCTION

If you want to be a good personal assistant , you should possess an be able to show the required knowledge and skills to your current or prospective employer. The Personal Assistant in Management Today will help you develop and apply the necessary skills and keep up with modern information technology.

Key Benefits of Attending :

- Increase the Value of Your Role
- Communicate Clearly and Assertively
- Get more things done by Managing Your Time Effectively
- Manage Your Self and Your Boss Effectively
- Learn How to manage Personality Image for Your Self and Your Company
- Learn how to manage Computer Skills

Message To Managers:

You are Fortune. You have an assistant who is committed enough to want to improve. Here is how you can demonstrate your support. Look over this outline and see the solid benefits of this convenient, affordable training. These are benefits for both your assistant and you.

After the course, you will see immediate result. You will see increased output and better communication. Plus, you will have the pleasure of working with a more

motivated assistant, one who represents you with confidence and who needs less supervision.

That is a substantial return for this course.

Course Outline:

Role of Executive Personal Assistants

- Definition of a Good Executive Personal Assistants
- Guidelines for Fulfilling The Role
- What Makes a Good Executive Personal Assistants
- Enhance Your Skills

Understanding Your Organization and Planning Work in Time Management

- How To Manage Your Time
- How To Priorities and Plan
- How To Set Objective
- How To Plan on Daily, Weekly, Monthly and Yearly Basis
- Scheduling Things in a Positive Manner

Managing Personality Image

- Deal With a Variety People Everyday
- Maintain Politeness and Courtesy no Matter What The Circumstances
- Handle Conditions Under Stress and Pressure, So That Things are Going Well
- How To be Able To Balance Courtesy with Assertiveness

Managing Your Self and Your Boss

- Personal Strategy / Self Awareness (Stimulate Self Initiative and Creativity)
- Managing Your Boss Successfully
- Understanding Your Boss
- Getting Support From Your Boss
- Understanding Office Politics
- Understanding Your Organization Work

Achieving Positive Communication

- Why Communication is Important
- Communications Skills in The 21st Century
- Type of Communication

- Barrier of Communication and How to Eliminate Them
- Practical Human Relations Skills
- Art of Communicating Empathy

Computer Skills

- Know how to use Word Processing Software, Email, Calendar and Scheduling Software and Other Programs also should be able to use The Internet Proficiently, including Research Skills.

Who Must Attend:

- Personal Assistants
- Administrative Assistants
- Secretaries / Executive Secretaries
- HR Staff
- Anyone who those with major responsibilities for assisting others in their work.
- Anyone who wants or has needs to form stronger teamwork with his or her supervisors, managers and management

NOTE: CONDUCTED IN BAHASA INDONESIA