



THE UNIVERSITY OF
SYDNEY

Executive Assistant's Course

*Centre for
Continuing Education*



Executive Assistant's Course



Executive Assistants, Executive Secretaries and Personal Assistants must understand key management skills and be able to use them effectively in order to ensure success in today's highly competitive world.

In this course, you'll learn and practise the essentials of how to communicate effectively, how to manage yourself and others, and how to continuously upgrade your skills and manage your career.

If you have more than five years of experience as an Executive or Personal Assistant, we recommend attending the [Experienced Executive Assistant's Course](#). You can also enrol in it after completing this course.



Course duration

1 session, 8 hours total



Time

9am - 5pm



Format

Face-to-face
or
Online in real-time



Dates

Browse available
[course dates](#)

Intended audience

Suitable for current Executive Assistants and Personal Assistants who wish to refresh their communication skills through group discussion, interactive exercises and self-awareness. New and less experienced EA/PA's will also benefit from defining and reviewing professional skills essential to their role.



Upon completion

Every participant receives a University of Sydney certificate of completion.



Outcomes

By the end of this course, you should be able to:

- reflect on your role and appreciate the steps for self-development
- understand the communication process and how to enhance it
- discuss ways to support your manager
- read the messages in voice and body language
- build rapport with everyone you meet
- use your listening skills in a variety of work-based situations
- implement the key steps to written structure
- understand and set goals and priorities
- meet deadlines
- say 'no' to interruptions and others' priorities
- delegate up and down
- defuse stress
- assess your values and skills
- set career goals and action steps.



Content

Recognise the changing dynamics of the role

- Define strategies to assess and improve professional skills
- Identify opportunities for personal development
- Discuss ways to manage your manager

Maximise communication effectiveness

- Review verbal and non-verbal messages
- Consider email protocol and office etiquette
- Practice the art of 'active listening'
- Enhance your assertiveness capabilities
- Create ways to build rapport

Improve time management skills

- Cram 24 hours into every morning
- Learn how to say 'no' guiltlessly
- Engage in the art of delegation
- Identify how to set priorities and manage deadlines
- List ways to defusing stress

Review your work day, habits, and construct action steps for personal goals



“Facilitator was very clear in delivery and explanation. The course has motivated me to progress further as an EA with my new found knowledge.”

Zoe Wilkinson

“I have done TAFE courses on relating subjects but have always felt the classes were boring and uninformative. So I went into this class with preconceived notions on how the class was going to be taught. Fortunately, I was pleasantly surprised at how much I enjoyed the class. The tutor was engaging, helpful and enthusiastic. I would definitely recommend this course to anyone interested in the EA field!”

Darrielle Veness



Delivery style

Constructed around the principle of the learner achieving a state of ‘consciously competent’, ie, creating a realistic awareness of not what you do in your work day but, how you do it. You will be involved in discussions, group exercises, case studies and supportive learning.

Materials

A course workbook is provided electronically.



Organisational training and development

This course can be delivered as a private session for groups, and tailored to meet the needs of your business. Contact us to discuss our range of organisational training solutions.

[Learn more](#)



THE UNIVERSITY OF
SYDNEY

We recognise and pay respect to the Elders and communities – past, present, and emerging – of the lands that the University of Sydney's campuses stand on. For thousands of years they have shared and exchanged knowledges across innumerable generations for the benefit of all.

Empower ambition,
inspire leadership

For more information

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