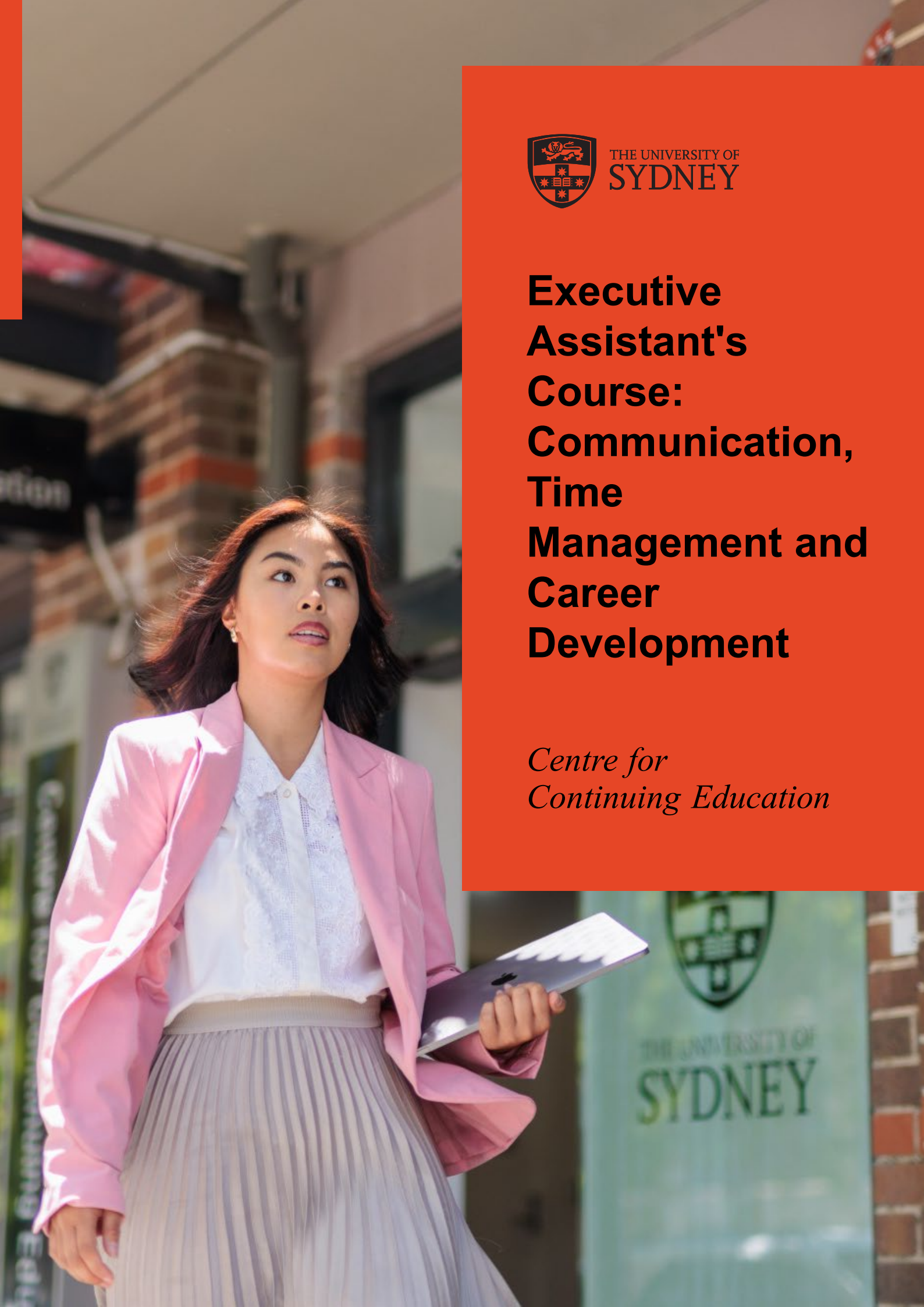




THE UNIVERSITY OF
SYDNEY

Executive Assistant's Course: Communication, Time Management and Career Development

*Centre for
Continuing Education*



Executive Assistant's Course: Communication, Time Management and Career Development



In the ever-evolving world of business, the role of Executive Assistants (EAs) and Personal Assistants (PAs) has become increasingly complex and demanding. To thrive in this environment, it is imperative to be not only an outstanding communicator but also an effective task manager. This course is crafted to equip you with the essential skills to navigate these challenges successfully.

In this foundational course, you'll learn and practise essential communication skills, strategies for managing your time and tasks, and approaches to building your capabilities for career success.

Prerequisites

If you have more than five years of experience as an Executive Assistant or Personal Assistant, we recommend attending the [Experienced Executive Assistant's Course: Navigating Change, AI and Building Executive Presence](#), which is tailored to address the challenges and opportunities that arise with extensive experience in the field. You can also enrol in it after completing this foundational course, ensuring a seamless progression in your professional development.



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 seeking to unlock their potential to thrive as a highly effective assistant, through teaching, group discussion, interactive exercises and self-awareness.



Upon completion

Every participant receives a University of Sydney statement of completion.



Aims

This course is designed to provide you with the essential skills and strategies for success as an Executive Assistant or Personal Assistant. You'll learn how to manage tasks effectively, handle communication challenges, build trust, and continually enhance your skills for long-term career success.



Outcomes

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

- effectively support your manager while contributing to a productive and resilient work environment
- communicate with clarity and confidence through active listening, professional writing, and an understanding of verbal and non-verbal communication
- build rapport, trust, and positive working relationships with a range of stakeholders
- manage competing priorities by setting boundaries and maintaining focus on key objectives
- apply practical planning, prioritisation, delegation, and time management techniques to meet deadlines and achieve goals
- evaluate your own strengths, values, and development needs to create a practical action plan for continuous improvement and career progression.

What you need to do before the course

Prior to attending, you should:

- generate an example of your daily to-do list
- create a general list of all core responsibilities and tasks performed for the people/ projects supported
- think of one example of a 'time constraint'
- create a list of any AI tools, software or apps you use for productivity (if applicable)
- prepare one case study or example that involves dealing with a difficult person in a professional setting.

Please bring your device to class to access the course learning materials.



Content

Module 1: The role of the modern executive assistant

- Explore the evolving role of an Executive Assistant (EA)/Personal Assistant (PA) in modern businesses
- Identify responsibilities, expectations and essential skills for success
- Assess your skills and areas of growth
- Emphasise the importance of confidentiality and professionalism
- Explore digital tools and software for enhanced productivity

Module 2: Communication and building trust

- Analyse verbal and non-verbal cues, and apply 'active listening'
- Learn the framework for assertive communication for both verbal and written situations
- Build and maintain trust and rapport in professional relationships with managers, colleagues and external contacts
- Address cross-cultural communication, diversity and inclusion in the workplace for understanding and respecting different perspectives
- Develop strategies for managing communication breakdowns

Module 3: Strategic time mastery

- Effectively plan your day and week, including setting goals, priorities and competing deadlines
- Establish your own morning and afternoon routines for increased productivity
- Manage the manager's schedule, adapting your support for different managers and projects
- Master effective handover, follow-up and close-out practices
- Adapt plans based on changing circumstances

Module 4: Professional and personal development

- Embrace self-care practices and maintain a healthy work-life balance
- Develop techniques to manage stress and conflict
- Explore avenues for professional development and networking
- Future-proof your career by setting career goals and action steps.



“The content was very relevant for today’s ever-changing world. I’ll be looking further into AI and recommending this course for my team of EAs.”

Katie Stevenson



“I thought it was a great course, very well facilitated. It was very helpful with learning new techniques to use on how to better be productive with my time. Would recommend this course to other EAs.”

Annaka Faulkner



Delivery style

This course is an interactive workshop which includes lectures, group exercises and discussion.

Materials

Course materials are shared 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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