

# Executive Assistant: Affirming Your Critical Role Effectively Collaborating With Your Manager

Hands-on course of 2 days - 14h

Ref.: ASD - Price 2024: €1 300 (excl. taxes)

What is expected from you? That you excel in your two areas of skill: Relationships and technical knowledge. That organization, communication, and an analytical mind that can also summarize are second nature to you. This very real-world-oriented training will enable you to be more assertive and effective.

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Identify your role and tasks as an executive assistant

Master tools and work methods

Manage priorities and organize your working time

Effectively communicate face-to-face

Relay information and position yourself as an effective duo

Build your own action plan

## TEACHING METHODS

Active learning: Discovery and/or application using exercises.

## ROLE-PLAYING

Self-diagnostics, role-playing, scenarios with personalized debriefing. Feedback.

## THE PROGRAMME

last updated: 01/2023

### 1) Find your place in your profession

- Clarify the purposes of your position, your role, your duties.
- Define what room you have to maneuver.
- Clarify your tasks.
- Know the corporate culture and values.

*Group discussion* : Discussion in sub-groups on the scope of tasks.

### 2) Strengthening the assistant/manager synergy

- Defining what both are expected to do and contribute.
- Assessing your communication model.
- Adapting to your manager's thought processes and leadership style.
- Establish a trusted relationship and knowing how to maintain it.
- Getting out of your comfort zone.
- Building your self-confidence. Using difficulties to go further.
- Self-affirming by being bold, by knowing how to speak up.

*Exercise* : Self-diagnostics. Communication scenarios with personalized debriefing.

### 3) Improving Your Personal Organization

- Telling apart the urgent from the important: Prioritizing.
- Anticipating your manager's needs.
- Managing emergencies, unforeseen circumstances, interruptions.
- Planning activities.
- Spotting time-consuming activities, knowing how to say no.

## PARTICIPANTS

Executive assistant on the job for less than two years.  
Future executive assistant.

## PREREQUISITES

No particular knowledge.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@ORSYS.fr to review your request and its feasibility.

- Giving yourself permission.

*Exercise : Defining your priorities. Planning activities.*

#### 4) Serving as a bridge

- Being the interface between internal and external clients/the manager.
- Knowing how to represent your manager: Reporting.
- Receiving, listening, and handling requests.
- Informing and getting informed.
- Writing an effective report.
- Developing your network.
- Adapting your communication: Who you're communicating with, context.

*Role-playing : Information professional communication scenarios (networking).  
Personalizing debriefing.*

#### 5) Knowing how to communicate face-to-face

- Listening, being assertive, creating trust, speaking in public.
- Communicating on the telephone.
- Effectively producing a message: Question, rephrasing, summary.
- Arguing and persuading.
- Managing difficult people to deal with.

*Role-playing : Scenarios on the phone. Personalizing debriefing.*

#### 6) Build your action plan

- Defining actions, goals, deadlines.
- Setting measurement criteria and things to watch out for.

*Exercise : Building your personal plan.*

## DATES

---

REMOTE CLASS

2024 : 12 Sep, 16 Dec