



3 Day Master Program

MPS

training

The Effective EA

This 3 day Master Program incorporates all 12 topics from the Effective EA Training suite. Practical and extremely valuable tips, techniques and models form a program that is designed for personal assistants, executive assistants, receptionists and administrative assistants to develop skills and knowledge that will assist them in becoming not only effective but highly sought after!

Facilitated by experienced and highly enthusiastic MPS Trainers, all topics and techniques are introduced, explored and practised using a variety of teaching techniques that cater to a variety of learning styles and thinking preferences, to ensure every learner has optimal opportunity to achieve all key learning outcomes in an interactive and inclusive environment.

Topics	Includes:		
Understanding the modern EA role	<ul style="list-style-type: none"> Defining the modern-day assistant role Understanding, accepting and managing expectations 	<ul style="list-style-type: none"> Attitude! Promoting your executive and your organisation 	<ul style="list-style-type: none"> Perfecting your image
Prioritising, scheduling and time management	<ul style="list-style-type: none"> Modern prioritisation tools (eg Pareto principle, paired analysis, grid analysis, Covey's matrix) 	<ul style="list-style-type: none"> Effective scheduling: tools, to-do lists and contingencies 	<ul style="list-style-type: none"> Time management tools and tips (including electronic tools, modern methods, de-cluttering and 'eating the frog'!
Email and diary management	<ul style="list-style-type: none"> Top 5 tips for diary management Flagging, colour-coding and sorting 	<ul style="list-style-type: none"> Regular items to include in your manager's schedule Simple email management rules to help keep control of the dreaded inbox! 	<ul style="list-style-type: none"> Email conventions for effective communication
Organising business travel	<ul style="list-style-type: none"> Understanding travel policies and restrictions Asking the right questions 	<ul style="list-style-type: none"> Conducting critical research Creating an itinerary 	<ul style="list-style-type: none"> Booking travel and accommodation Preparing travel documents
Event management	<ul style="list-style-type: none"> Developing an event plan Engaging stakeholders 	<ul style="list-style-type: none"> Troubleshooting and contingencies 	<ul style="list-style-type: none"> Conducting a post-analysis
Plain English business writing	<ul style="list-style-type: none"> Planning and writing strategy tools: mind-mapping, CARS (Currency, Accuracy, Relevancy, Sufficiency) analysis, keep 'em APPI communication styles 	<ul style="list-style-type: none"> The psychology of analysing the audience The inverted triangle writing technique 	<ul style="list-style-type: none"> Australian grammar and punctuation refresher

The Effective EA topics, continued...

Topics	<i>Includes:</i>		
Interpersonal skills to communicate at all levels	<ul style="list-style-type: none"> • The art of rapport • Recognising differences in preferences, communication and personality styles and communicating with red, blue, yellow and green thinking (using the HBDI™ model) 	<ul style="list-style-type: none"> • Questioning and listening skills 	<ul style="list-style-type: none"> • Recognising and adapting to diversity
Influence and negotiation	<ul style="list-style-type: none"> • 6 laws of influence • Win/win and the alternatives (from Covey's 7 Habits) 	<ul style="list-style-type: none"> • 5 basic principles of negotiation • Phases of negotiation • Completing the groundwork 	<ul style="list-style-type: none"> • Basic bargaining techniques • Reaching consensus
Developing a sixth sense (using your initiative)	<ul style="list-style-type: none"> • Spotting opportunities • Building confidence 	<ul style="list-style-type: none"> • Identifying solutions not problems • Testing and framing your ideas 	<ul style="list-style-type: none"> • Thoughtful observation • Initiating wisely
Upward management	<ul style="list-style-type: none"> • Benefits and challenges of managing upward • How to present options rather than dump problems 	<ul style="list-style-type: none"> • Being specific in what you need • Gaining respect 	<ul style="list-style-type: none"> • Managing conflict • Identifying and resisting poor upward management techniques
Dealing with stress, change and conflict	<ul style="list-style-type: none"> • Pressure vs stress • Stress symptoms, warning indicators and the stress response 	<ul style="list-style-type: none"> • Stress management strategies • The emotional spiral of change • Developing change hardiness 	<ul style="list-style-type: none"> • The conflict process • Strategies for conflict resolution
Adapting to form the ideal partnership with your executive	<ul style="list-style-type: none"> • Recognising differences in preferences, communication and personality styles 	<ul style="list-style-type: none"> • Practising empathy and tolerance 	<ul style="list-style-type: none"> • Synergistic communication • Keeping your sanity with difficult bosses

3 Day Master Program

The Effective EA

\$792 per person (GST inclusive)

Includes training materials **plus a complimentary book** from our library of best sellers.

VENUE:

MPS Training Centre

Unit 9/141 Flemington Road
Mitchell, ACT

Check our website for course dates



A word from your facilitators:

Ongoing development is crucial to becoming an effective Executive Assistant (EA). The MPS Training team are passionate about our course creations, and this particular series was created with love, affection and a lot of 'in-the-field' experience, filling what we felt was a void in developmental training for the administrative and Executive Assistant roles.

... **Amy Hewson** CIV TAA, CIV Multimedia, CIV Government, CIII Frontline Management, Accred. Enneagram

The expertise of an effective Executive Assistant and/or Personal Assistant is often under-stated and as such, the training provided to them can be limiting, not relevant, out-of-date and quite useless. The content of this program comes from trainers who have spent many years working in administrative and executive assistance roles and who understand the unique challenges these positions bring. It is designed to equip learners with the skills and knowledge needed to excel in this professional field of expertise.

... **Suzana Evans** Dip GOV (Management), Dip VET, CIV TAA, Dip Management, CIV Government, Dip Counselling (current), Accred. HBDI, Enneagram, NLP



Enquire now!

Contact our friendly MPS Training staff today, to book your place or to ask for a topic flyer. Be quick as seats are limited!

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