

“Excellence is doing ordinary things extraordinarily well.”

# Administration Courses

Professional Development Training has a specialised division of Administration experts that will tailor the delivery of any of the courses to be specific to your situation and learning needs

# Administration Courses

- Business Etiquette & Professional Conduct Training
- Professional Telephone Skills Course
- Budgets and Financial Reports
- Computer Basics Foundation Training
- Meeting Management Course
- Foundation Skills for Administrative and Executive Assistants
- Bookkeeping Fundamentals
- Advanced Skills for Administrative and Executive Assistants
- Personal Productivity Training
- Foundation Skills for New HR Officers
- Minute Taking Training Course

*Our trainer Kirsty was excellent, she listened to how our business operates & made the content more relevant to us. Also listened to what we hoped to achieve & added extra content to suit. Excellent, fun, stimulating and entirely appropriate for my needs. Thank You*

**Public Class Participant - Time Management**



## **Courses for** Executive Assistants, Administrative Assistants and Secretaries

Professional Development Training has a specialised division of Administration experts that will tailor the delivery of any of the courses to be specific to your situation and learning needs. Our extensive curriculum in Administration, outstanding depth of trainers across the country and diverse range of industry experience means that pd training is the best choice for Administration courses. pd training will exceed your expectations and help you achieve the results you are seeking.

# In-House Training

## In-House Training Benefits:

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- Tailored to your needs and goals
- Cost-effective - from \$140 per person (full-day)
- You choose the day, place and time
- Greatest impact in the shortest time
- Great team building opportunity
- Convenient - Employees do not need to go off-site

## Tailored Delivery – Standard

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We will always tailor the delivery of your In-House Training course to ensure it is relevant to your team and targeted at your learning goals. We can incorporate your company's examples and terminology to ensure that the training can be directly related back to your workplace. This is standard and included in the price.

### The "1-hour Motivator" Training Sessions

These 60-90 minute sessions are highly motivating and thought-provoking - ideal for those people who need to fit training in around a busy work schedule - great as an early morning kick-start or lunchtime boost!

### Full-day Short Courses

1-day and 2-day short courses are delivered with a unique focus on 80% activities 20% content - just the way learning should be!

### The "3-hour Power" Sessions

3-hour power sessions are a great solution when you have very specific outcomes you are targeting, or if scheduling the team to be off the job for a whole day is proving to be a challenge!

### Conferences and Workshops

Do you want your conference to be memorable, fun, interactive and be a real highlight? pd training's dynamic trainers can add that flair, excitement and much more!

## Expert Trainers

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"While you are training with us, you receive experiential training from an expert in their field which ensures you can apply what you have learned directly back to your workplace. When you are training with us, you are there to learn from the trainer, not the manual!"

# Public Courses

## Training Style:

Your course will be activity-based learning. You receive some background theory, and then spend most of the time working together and with the trainer to apply the concepts to workplace situations that are applicable to your specific situation.

## Class Size:

Classes are an average of 6 people, max of 12. We keep classes small to ensure the trainer can work with each participant to tailor each activity to be relevant to each person's workplace/common scenarios.

## Where:

Sydney, Melbourne, Brisbane, Canberra, Adelaide, Perth, Parramatta.

## Scheduling & Times:

**Classes run from 9:00am - 4:30pm each day**

Quality Lunch (tell us your dietary requirements)

Comprehensive up-to-date courseware

## Practical & Real - Activities tailored to you...

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Training is much more effective and enjoyable if you can apply the concepts you learn directly to your own circumstances. So the trainer will change textbook activities to be relevant to you.

## For example:

If the example activity is based in a retail setting, but you work in a customer service call-centre, we will adapt activities to reflect the culture of a call-centre environment, so your team will be learning relational tools and techniques that really make sense to their world. Helping you learn today, and

## Fun & Relaxed - Laugh while you learn...

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Our relaxed and practical approach with experienced trainers that like to 'have a laugh' will ensure you enjoy the experience of learning as much as you enjoy acquiring new skills that help you perform better.

Yes, lunch is free - and we all like a free lunch. However, the highlight of your course will be the learning experience - not the break!



Customised, Interactive  
and Practical

Each course involves about 20 activities each day to assist practical skill development and understanding of concepts. Training is customised according to the requirements of the participants for maximum benefit.

Considering your needs, pd training has made Administration available at your place, online and at various locations across Australia. The courses are designed to be of short-duration, lively, informal and highly valuable.



Making Training  
Accessible



Reinforcement Package

- Training Booster Reinforcement System
- Free Re-sit
- eHelpDesk Support
- Bonus Supplementary eLearning
- Quick Reference Job Aid
- Hours of Business Video content



## Business Etiquette & Professional Conduct

Creating a professional and favorable impression with a client, a business partner, or a superior requires specific knowledge on how to politely converse, introduce others, invite others, etc. In a multi-cultural setting, it is important to make preparations to engage every person successfully.

The pdtraining Business Etiquette & Professional Conduct Training Course offers practical techniques to create an impression and build rapport with others in business meetings, over the phone, in writing emails, and in semi-professional gatherings.

This comprehensive training course is now available throughout the U.S., including Atlanta, Baltimore, Boston, Charlotte, Chicago, Dallas, Los Angeles, Manhattan, Miami, Orlando, Philadelphia and Seattle.

Please click on the Public Class tab below to view our Business Etiquette & Professional Conduct Training course schedule by city or click the Client Site Training tab to receive a free quote for courses delivered at your preferred location.

## Business Etiquette & Professional Conduct Training Outline

### Foreword:

Professional conduct and good business etiquette have never been more important. Traditional structures and communication methods are changing. However, etiquette and professionalism are still important within the business and with external clients. During this training course, you will learn how to carry yourself professionally by building knowledge of business etiquette.

### Outcomes:

#### By the end of this training course, participants will:

- Understand what etiquette is & why it's important
- Learn strong, professional social skills including:
  - effective introductions
  - creating a good first impression with the "3 C's"
  - minimize nervousness in social situations
  - master the art of memorizing names
  - learn the 3 steps to effective handshakes
  - enumerate the 4 levels of conversation
  - understand place settings, napkin etiquette & basic table manners
  - understand the protocol for ordering in a restaurant, handling alcohol during a business meal, paying the bill & tipping
- Master professional office conduct including:
  - etiquette in relation to open plan & cubicle environments
  - working out of the office
  - do's and don'ts in meetings
  - eating at work
- Master the fundamentals of email etiquette
- Acquire telephone etiquette fundamentals
- Learn how to dress for success
- Gain valuable insight into international etiquette



Business Etiquette & Professional Conduct Course - Lesson 1 <b>Networking for Success</b> <ul style="list-style-type: none"> <li>● Creating an Effective Introduction</li> <li>● Making a Great First Impression</li> <li>● Minimizing Nervousness</li> <li>● Using Business Cards Effectively</li> <li>● Remembering Names</li> </ul>	Business Etiquette & Professional Conduct Course - Lesson 6 <b>Eating Out</b> <ul style="list-style-type: none"> <li>● Ordering in a Restaurant</li> <li>● About Alcoholic Beverages</li> <li>● Paying the Bill</li> <li>● Tipping</li> </ul>
Business Etiquette & Professional Conduct Course - Lesson 2 <b>Professional Introductions</b> <ul style="list-style-type: none"> <li>● The three-step process</li> <li>● The four levels of conversation</li> <li>● The Handshake</li> </ul>	Business Etiquette & Professional Conduct Course - Lesson 7 <b>Telephone Etiquette</b> <ul style="list-style-type: none"> <li>● Developing an Appropriate Greeting</li> <li>● Dealing with Voice Mail</li> <li>● Mobile Phone Do's and Don'ts</li> </ul>
Business Etiquette & Professional Conduct Course - Lesson 3 <b>Professional Office Conduct</b> <ul style="list-style-type: none"> <li>● Open Plan and Cubicle environments</li> <li>● Working out of the office</li> <li>● Eating at Work</li> <li>● Meeting Do's and Don'ts</li> </ul>	Business Etiquette & Professional Conduct Course - Lesson 8 <b>The Written Letter</b> <ul style="list-style-type: none"> <li>● Thank You Notes</li> <li>● Formal Letters</li> <li>● Informal Letters</li> </ul>
Business Etiquette & Professional Conduct Course - Lesson 4 <b>Business Email Etiquette</b> <ul style="list-style-type: none"> <li>● Professionalism &amp; emails</li> <li>● Proper and improper use for forwarding and CC</li> <li>● Grammar, flaming and netiquette</li> <li>● Top 5 technology tips</li> </ul>	Business Etiquette & Professional Conduct Course - Lesson 9 <b>Dressing for Success</b> <ul style="list-style-type: none"> <li>● The Meaning of Colors</li> <li>● Interpreting Common Dress Codes</li> <li>● Deciding what to Wear</li> </ul>
Business Etiquette & Professional Conduct Course - Lesson 5 <b>Business E-Mail Etiquette</b> <ul style="list-style-type: none"> <li>● Addressing your Message</li> <li>● Grammar and Acronyms</li> <li>● Top Five Technology Tips</li> </ul>	Business Etiquette & Professional Conduct Course - Lesson 10 <b>International Etiquette</b> <ul style="list-style-type: none"> <li>● General Rules</li> <li>● Important Points</li> <li>● Preparation Tips</li> </ul>

**Web Links:**

View this course online:  
<http://professionaldevelopmenttraining.com/courses/business-etiquette-training-in-atlanta-baltimore-boston-charlotte-chicago-los-angeles-new-york-miami-orlando-philadelphia-seattle-and-us-wide>

In-house Training Instant Quote:  
<https://bookings.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

Public Classes - Enrol Now!  
<https://bookings.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=5>

## Meeting Management



Managing a meeting requires sound planning, effective organizing, making preparations for disruptions, minute-taking, preparing the meeting place, and managing the attendees.

The pdtraining Meeting Management Training Course prepares a meeting manager to handle a meeting from the beginning till the end. Starting with planning and preparing for a meeting to closing a meeting, this training course helps to develop skills for handling every step of managing meetings.

This highly valuable and practical training course is now available throughout the U.S., including Atlanta, Baltimore, Boston, Charlotte, Chicago, Dallas, Los Angeles, Manhattan, Miami, Orlando, Philadelphia and Seattle.

Please click on the Public Class tab below to view our Meeting Management Training course schedule by city or click the Client Site Training tab to receive a free quote for courses delivered at your preferred location.

## Meeting Management Course Outline

### Foreword:

Managers spend substantial time planning, attending and running meetings, yet they are too often perceived as unproductive and frustrating experiences.

When meetings are effectively run, people are engaged and can generate collaboration, trust, deliverables, commitment and actions that lead to a desired outcome. They enjoy participating and being a part of a productive team.

This Meeting Management Training Course assists participants with the meeting conventions and protocols for managing formal, informal and e-meetings. Participants learn to apply tools and techniques in planning, participation, and concluding of successful meetings. Course activities include building a positive climate during a meeting, and following the best practices of verbal and nonverbal communication.

### Outcomes:

**By the end of this course, participants will be able to:**

- Plan & prepare for meetings
- Identify the correct participants
- Gain insight into choosing the right time & place based on meeting type, attendees & necessary outcomes
- Create clear & concise meeting agendas
- Set up meeting spaces for maximum efficiency
- Learn how to incorporate electronic options for remote participants
- Define & assign meeting roles & responsibilities
- Use an agenda for meeting management garnering a desired outcome & accountability
- Chair meetings effectively by dealing with disruptions, professionally handling personality conflicts and taking meeting minutes.



Meeting Management Training Course - Lesson 1 <b>Planning and Preparing - Part One</b> <ul style="list-style-type: none"> <li>● Identifying the participants</li> <li>● Choosing the time and place</li> <li>● Creating the agenda</li> </ul>	Meeting Management Training Course - Lesson 6 <b>Chairing a Meeting - Part One</b> <ul style="list-style-type: none"> <li>● Getting off on the right foot</li> <li>● The role of the agenda</li> <li>● Using a parking lot</li> </ul>
Meeting Management Training Course - Lesson 2 <b>Planning and Preparing - Part Two</b> <ul style="list-style-type: none"> <li>● Gathering materials</li> <li>● Sending invitations</li> <li>● Making logistical arrangements</li> </ul>	Meeting Management Training Course - Lesson 7 <b>Chairing a Meeting - Part Two</b> <ul style="list-style-type: none"> <li>● Keeping the meeting on track</li> <li>● Dealing with overtime</li> <li>● Holding participants accountable</li> </ul>
Meeting Management Training Course - Lesson 3 <b>Setting up the Meeting Space</b> <ul style="list-style-type: none"> <li>● The basic essentials</li> <li>● The extra touches</li> <li>● Choosing a physical arrangement</li> </ul>	Meeting Management Training Course - Lesson 8 <b>Dealing with Disruptions</b> <ul style="list-style-type: none"> <li>● Running in and out</li> <li>● Mobile phones and pagers ringing</li> <li>● Off on a tangent</li> <li>● Personality conflicts</li> </ul>
Meeting Management Training Course - Lesson 4 <b>Electronic Options</b> <ul style="list-style-type: none"> <li>● Overview of the choices available</li> <li>● Things to consider</li> <li>● Making a final decision</li> </ul>	Meeting Management Training Course - Lesson 9 <b>Taking Minutes</b> <ul style="list-style-type: none"> <li>● What are minutes?</li> <li>● What do I record?</li> <li>● A take-home template</li> <li>● Closing</li> </ul>
Meeting Management Training Course - Lesson 5 <b>Meeting Roles and Responsibilities</b> <ul style="list-style-type: none"> <li>● The chairperson</li> <li>● The minute taker</li> <li>● The attendees</li> <li>● Variations for large and small meetings</li> </ul>	Meeting Management Training Course - Lesson 10 <b>Making the most of your Meeting</b> <ul style="list-style-type: none"> <li>● The 50 minute meeting</li> <li>● Using games</li> <li>● Giving prizes</li> <li>● Stuffed with magic</li> </ul>

## Web Links:

View this course online:

<http://professionaldevelopmenttraining.com/courses/meeting-management-training-in-atlanta-baltimore-boston-charlotte-chicago-los-angeles-new-york-miami-orlando-philadelphia-seattle-and-us-wide>

In-house Training Instant Quote:

<https://bookings.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

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<https://bookings.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=16>



Personal productivity can be improved effortlessly using specific techniques and methods. Prioritizing, organizing, scheduling, evaluating, and managing tasks help in drastically improving productivity without working harder. The pdtraining Personal Productivity Training Course helps to improve your routine by using precise methods aimed at maximizing productivity.

This highly valuable and fun training course is now available throughout the U.S., including Atlanta, Baltimore, Boston, Charlotte, Chicago, Dallas, Los Angeles, Manhattan, Miami, Orlando, Philadelphia and Seattle.

Please click on the Public Class tab below to view our Personal Productivity Training course schedule by city or click the Client Site Training tab to receive a free quote for courses delivered at your preferred location.

## Personal Productivity Training Outline

### Foreword:

Most people find that they wish they had more time in a day. This workshop will show participants how to organize their lives and find those hidden moments. Participants will learn how to establish routines, set goals, create an efficient environment, and use time-honored planning and organizational tools to maximize their personal productivity.

### Outcomes:

#### By the end of this course, participants will:

- Set & evaluate SMART goals (specific, measurable, achievable, relevant & timed)
- Learn to use routines to maximize productivity
- Master numerous scheduling tools for efficient use of time
- Learn to stay on top of a to-do list
- Learn how to start new tasks & projects on the right foot
- Master basic project management techniques
- Organize physical & virtual workspaces for maximum efficiency
- Take back time from e-mail & handheld devices
- Learn to tackle procrastination

Personal Productivity Training Course - Lesson 1 <b>Setting Goals</b> <ul style="list-style-type: none"> <li>● Setting SMART Goals</li> <li>● Creating good habits</li> <li>● Evaluating and adapting</li> </ul>	Personal Productivity Training Course - Lesson 6 <b>Using Project Management Techniques</b> <ul style="list-style-type: none"> <li>● Understanding the triple scope</li> <li>● Creating a timeline</li> <li>● Using a RACI chart</li> </ul>
Personal Productivity Training Course - Lesson 2 <b>The Power of Routines</b> <ul style="list-style-type: none"> <li>● The importance of routines</li> <li>● Personal and professional routines</li> <li>● Six easy ways to simplify your life</li> </ul>	Personal Productivity Training Course - Lesson 7 <b>Creating a Workspace</b> <ul style="list-style-type: none"> <li>● Choosing a physical layout</li> <li>● Ergonomics 101</li> <li>● Using your computer efficiently</li> </ul>
Personal Productivity Training Course - Lesson 3 <b>Scheduling Yourself</b> <ul style="list-style-type: none"> <li>● Developing a tracking system</li> <li>● Scheduling appointments</li> <li>● Scheduling tasks</li> <li>● The simple secret of successful time management</li> </ul>	Personal Productivity Training Course - Lesson 8 <b>Organizing Files and Folders</b> <ul style="list-style-type: none"> <li>● Organizing physical files</li> <li>● Organizing electronic files</li> <li>● Scheduling archiving and clean-up</li> </ul>
Personal Productivity Training Course - Lesson 4 <b>Keeping Yourself on Top of Tasks</b> <ul style="list-style-type: none"> <li>● The One-Minute Rule</li> <li>● The Five-Minute Rule</li> <li>● What to do when you feel like you're sinking</li> </ul>	Personal Productivity Training Course - Lesson 9 <b>Managing E-mail</b> <ul style="list-style-type: none"> <li>● Using E-mail time wisely</li> <li>● Folders and rules</li> <li>● Making use of your E-mail program</li> <li>● Resisting the lure of the Blackberry/iPhone</li> </ul>
Personal Productivity Training Course - Lesson 5 <b>Tackling New Tasks and Projects</b> <ul style="list-style-type: none"> <li>● The sliding scale</li> <li>● A checklist for getting started</li> <li>● Re-evaluating and adapting</li> </ul>	Personal Productivity Training Course - Lesson 10 <b>Beating Procrastination</b> <ul style="list-style-type: none"> <li>● Admitting the problem</li> <li>● Making it manageable</li> <li>● Identifying the reasons</li> <li>● Adapting your long-term strategy</li> </ul>

## Web Links:

View this course online:

<http://professionaldevelopmenttraining.com/courses/personal-productivity-training-in-atlanta-baltimore-boston-charlotte-chicago-los-angeles-new-york-miami-orlando-philadelphia-seattle-and-us-wide>

In-house Training Instant Quote:

<https://bookings.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

Public Classes - Enrol Now!

<https://bookings.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=19>



Handling various types of clients over the phone can be difficult. It requires knowledge and practice in how to speak, what to say, and when to speak. The person representing an organization over the phone must have the knowledge, attitude and communication skills to fulfill the request of clients.

The pdtraining Professional Telephone Skills Course provides important knowledge, development skills and practice to help professionals master communications over the phone.

This highly valuable and comprehensive training course is now available throughout the U.S., including Atlanta, Baltimore, Boston, Charlotte, Chicago, Dallas, Los Angeles, Manhattan, Miami, Orlando, Philadelphia and Seattle. Please click on the Public Class tab below to view our Professional Telephone Skills Training course schedule by city or click the Client Site Training tab to receive a free quote for courses delivered at your preferred location.

## **Professional Telephone Skills Course Outline**

### **Foreword:**

This Telephone Skills Training course will provide your staff with the awareness and skills that they require to handle phone calls professionally. It will ensure that the positive image of your organization is reinforced and strengthened with every communication with customers.

In today's business environment, telephone etiquette displayed in organizations is indicative of its willingness and ability to efficiently assist customers, both internal and external. The skills and the attitude projected over the telephone form a lasting impression in the minds of an organization's customer, making it a critical customer 'touch point'.

Nowadays, virtual teams are the norm rather than the exception, and one of their primary channels of communication is the telephone. Hence, it is imperative for employees to have a good understanding of business telephone etiquette in order to aid efficient information exchange.

This Professional Telephone Skills Training Program aims at helping employees to create a lasting impression in their customers' minds - one that shows the organization reflected in the best light possible. It focuses on developing telephone etiquette and skills to deal with customers assertively with care and positivity.

### **Outcomes:**

#### **By the end of this course, participants will:**

- Learn how to provide effective client service over the phone
- Project a professional image over the phone
- Master a professional, effective & reassuring telephone voice
- Gain client's trust using proven communication techniques
- Learn to question effectively over the phone
- Master proven techniques to manage irate customers professionally
- Learn tips for handling a busy reception
- Phrase more effectively for positive and clearer communication
- Establish the right words for unambiguous, positive & productive communication

Professional Telephone Skills Training Course - Lesson 1 <b>Providing Effective Client Service</b> <ul style="list-style-type: none"> <li>● The ten commandments of good business</li> <li>● What makes an effective client communicator?</li> <li>● Seven sins of service</li> <li>● Skills and attributes of an effective client communicator</li> <li>● High emotion = low intelligence</li> </ul>	Professional Telephone Skills Training Course - Lesson 6 <b>Irate Clients</b> <ul style="list-style-type: none"> <li>● Determine why your client is Irate</li> <li>● Learn the challenges of irate clients</li> <li>● Have a H.E.A.R.T. to defuse an irate client</li> </ul>
Professional Telephone Skills Training Course - Lesson 2 <b>Your Telephone Voice</b> <ul style="list-style-type: none"> <li>● Communication skills</li> <li>● Five qualities of a good telephone voice</li> <li>● Vocal qualities checklist</li> </ul>	Professional Telephone Skills Training Course - Lesson 7 <b>Reception Tips</b> <ul style="list-style-type: none"> <li>● Top Useful reception tips</li> </ul>
Professional Telephone Skills Training Course - Lesson 3 <b>Gaining your Client's Trust</b> <ul style="list-style-type: none"> <li>● Create a great first impression</li> <li>● Put your customer at ease</li> <li>● Finding a better phrase</li> <li>● Ending a call politely and professionally</li> </ul>	Professional Telephone Skills Training Course - Lesson 8 <b>Better Phrases</b> <ul style="list-style-type: none"> <li>● Improve your interaction with Inbound calls</li> <li>● Better your Outbound calls success</li> </ul>
Professional Telephone Skills Training Course - Lesson 4 <b>Prepare Yourself</b> <ul style="list-style-type: none"> <li>● Professional handling of incoming calls</li> <li>● Transferring calls</li> <li>● Taking messages</li> </ul>	Professional Telephone Skills Training Course - Lesson 9 <b>Action Plan</b> <ul style="list-style-type: none"> <li>● Create a Personal action plan</li> <li>● What I am going to implement immediately on-the-job</li> </ul>
Professional Telephone Skills Training Course - Lesson 5 <b>Effective Questioning</b> <ul style="list-style-type: none"> <li>● Questioning techniques</li> <li>● ??? Questions ???</li> <li>● Open and closed questions</li> <li>● Questions to keep control of the call</li> <li>● Telephone techniques</li> </ul>	Professional Telephone Skills Training Course - Lesson 10 <b>Wrap up and course conclusion</b> <ul style="list-style-type: none"> <li>● Review the course</li> <li>● Share ideas and personal challenges</li> <li>● Question and answer time</li> </ul>

## Web Links:

View this course online:

<http://professionaldevelopmenttraining.com/courses/telephone-skills-training-in-atlanta-baltimore-boston-charlotte-chicago-los-angeles-new-york-miami-orlando-philadelphia-seattle-and-us-wide>

In-house Training Instant Quote:

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Public Classes - Enrol Now!

<https://bookings.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=21>

## Foundation Skills for Administrative and Executive Assistants



An administrative assistant is required to have various skills such as communication, management and organizational skills. An efficient executive assistant must plan, execute and manage both people and tasks.

The pdtraining Foundation Skills for Administrative and Executive Assistants Training Course provides learning and practice in various skills such as the use of non-verbal and verbal communication, organizing skills, planning meetings, conflict resolution, management of time, and more. The development of these skills empowers administrative assistants and executive assistants to efficiently fulfill any task given.

This interactive and fun training course is now available throughout the U.S., including Atlanta, Baltimore, Boston, Charlotte, Chicago, Dallas, Los Angeles, Manhattan, Miami, Orlando, Philadelphia, and Seattle.

Please click on the Public Class tab below to view our Foundation Skills for Administrative and Executive Assistants course schedule by city or click the Client Site Training tab to receive a free quote for courses delivered at your preferred location.

[Advanced Skills for Administrative and Executive Assistants Training Course](#)

## Foundation Skills for Administrative and Executive Assistants Outline

### Foreword:

An administrative assistant is required to have various skills such as communication, management and organizational skills. An efficient executive assistant must plan, execute and manage both people and tasks.

The pdtraining Foundation Skills for Administrative and Executive Assistants Training Course provides learning and practice in various skills such as the use of non-verbal and verbal communication, organizing skills, planning meetings, conflict resolution, management of time, and more. The development of these skills empowers administrative assistants and executive assistants to efficiently fulfill any task given.

[Advanced Skills for Administrative and Executive Assistants Training Course](#)

### Outcomes:

**By the end of this course, participants will:**

- Become highly organized using smart, efficient systems
- Manage time more effectively and strategically
- Master prioritization of time, complete all important tasks and help their manager do the same
- Learn highly effective verbal and nonverbal communication techniques
- Empower themselves and become more proactive
- Deal more effectively with their manager
- Learn to take care of themselves and recognize the importance of doing so



Foundation Skills for Administrative and Executive Assistants Training Course - Lesson 1

**Getting Organized (Part 1)**

- Dealing with Email
- Managing Electronic Files
- Keeping Track of the Paper Trail
- Making the most of Voicemail

Foundation Skills for Administrative and Executive Assistants Training Course - Lesson 2

**Getting Organized (Part 2)**

- Keeping your Workspace Organized
- Using a To-do Book
- The Extra Mile: Adding Project Management Techniques to your Toolbox

Foundation Skills for Administrative and Executive Assistants Training Course - Lesson 3

**Managing Time**

- Managing your Time
- Keeping others on Track
- Maintaining schedules

Foundation Skills for Administrative and Executive Assistants Training Course - Lesson 4

**Getting it all Done on Time**

- Prioritizing
- The secret to staying on Track
- Goal setting

Foundation Skills for Administrative and Executive Assistants Training Course - Lesson 5

**Special Tasks**

- Planning small Meetings
- Planning Large Meetings
- Organizing Travel

Foundation Skills for Administrative and Executive Assistants Training Course - Lesson 6

**Verbal Communication skills**

- Listening and Hearing: they aren't the same
- Asking Questions
- Communicating with Power

Foundation Skills for Administrative and Executive Assistants Training Course - Lesson 7

**Non-Verbal Communication skills**

- Body Language
- The signals you send to Others
- It's not what you say, It's how you say it

Foundation Skills for Administrative and Executive Assistants Training Course - Lesson 8

**Empowering Yourself**

- Being Assertive
- Resolving Conflict
- Building Consensus
- Making Decisions

Foundation Skills for Administrative and Executive Assistants Training Course - Lesson 9

**The Team of Two**

- Working with your Manager
- Influencing skills
- What to do in sticky situations

Foundation Skills for Administrative and Executive Assistants Training Course - Lesson 10

**Taking Care of Yourself**

- Ergonomics
- Stress Management
- Dealing with a Heavy Workload

**Web Links:**

View this course online:

<http://professionaldevelopmenttraining.com/courses/foundation-skills-for-administrative-and-executive-assistants-in-atlanta-baltimore-boston-charlotte-chicago-los-angeles-new-york-miami-orlando-philadelphia-seattle-and-us-wide>

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## Foundation skills for new HR Officers



Human resources staff are one of the most significant parts of a company because they initiate, implement, manage and process everything with regard to employees. Human resource officers need to have relevant knowledge and expertise to be able to manage human resources successfully.

The pdtraining Foundation Skills for New HR Officers Training Course helps to build and manage human resources through relevant tools and techniques in recruitment, retention, orientation, discipline, feedback, and support.

This comprehensive and vigorous training course is available across America, including Atlanta, Baltimore, Boston, Charlotte, Chicago, Dallas, Los Angeles, Manhattan, Miami, Orlando, Philadelphia and Seattle.

Please click on the Public Class tab below to view our Foundation Skills for New HR Officers Training course schedule by city or click the Client Site Training tab to receive a free quote for courses delivered at your preferred location.

## Foundation Skills for New HR Officers Outline

### Foreword:

An organization's staff is now seen as its most valuable asset, and Human Resources skills are vital to organizational success. Our **Foundations Skills for New HR Officers** course provides you with the necessary knowledge to step into careers in HR, HR administration, recruitment agencies, professional development, and organizational management or change.

### Outcomes:

**By the end of this course, participants will be able to:**

- Explore the range of Human Resource activities and responsibilities
- Define human resource terms & subject matter
- Effectively recruit, interview & retain employees
- Follow up with a new employee in a structured manner
- Become an advocate for employee health and safety
- Provide accurate, actionable feedback to employees
- Act appropriately in situations requiring discipline & termination
- Evaluate strengths & opportunities for human resources in the workplace
- Identify three areas for further human resources development as part of a personal action plan

New HR Officers Training Course - Lesson 1 <b>Getting Started</b> <ul style="list-style-type: none"> <li>● Icebreaker</li> <li>● Housekeeping Items</li> <li>● The Parking Lot</li> <li>● Workshop Objectives</li> </ul>	New HR Officers Training Course - Lesson 7 <b>Workplace Bullying, Harassment, and Violence</b> <ul style="list-style-type: none"> <li>● Definitions</li> <li>● Costs to the Organization</li> <li>● The Manager's Role</li> <li>● An Employer's Responsibility</li> </ul>
New HR Officers Training Course - Lesson 2 <b>Human Resources Today</b> <ul style="list-style-type: none"> <li>● What is Human Resources Today?</li> <li>● Key Factors Influencing Human Resources Today</li> <li>● Growth in Human Resources</li> </ul>	New HR Officers Training Course - Lesson 8 <b>Workplace Wellness</b> <ul style="list-style-type: none"> <li>● Wellness Behaviors</li> <li>● Wellness Trends</li> <li>● The Case for Wellness</li> </ul>
New HR Officers Training Course - Lesson 3 <b>Recruiting and Interviewing</b> <ul style="list-style-type: none"> <li>● The Job Selection Process</li> <li>● Get Good at Interviewing</li> <li>● Interviewing Fairly</li> <li>● The Best Way to Interview</li> </ul>	New HR Officers Training Course - Lesson 9 <b>Providing Feedback to Employees</b> <ul style="list-style-type: none"> <li>● Feedback Model</li> <li>● The Feedback Sandwich</li> <li>● Encouraging Growth and Development</li> </ul>
New HR Officers Training Course - Lesson 4 <b>Retention and Orientation</b> <ul style="list-style-type: none"> <li>● Getting Off on the Right Track</li> <li>● Creating an Engaging Program</li> <li>● Using an Orientation List</li> </ul>	New HR Officers Training Course - Lesson 10 <b>Disciplining Employees</b> <ul style="list-style-type: none"> <li>● The General Discipline Process</li> <li>● The Progressive Discipline Process</li> <li>● Having Discipline Meetings</li> <li>● Following Up</li> </ul>
New HR Officers Training Course - Lesson 5 <b>Following up with New Employees</b> <ul style="list-style-type: none"> <li>● Checking in</li> <li>● Following up</li> <li>● Designing the Follow-up Schedule</li> </ul>	New HR Officers Training Course - Lesson 11 <b>Terminating Employees</b> <ul style="list-style-type: none"> <li>● Documenting Events</li> <li>● Making the Decision</li> <li>● Communicating the Decision</li> </ul>
New HR Officers Training Course - Lesson 6 <b>Workplace Health and Safety</b> <ul style="list-style-type: none"> <li>● Understanding your role and Responsibilities</li> <li>● Understanding Local and Industry Specific Rules</li> <li>● Training for Managers</li> </ul>	New HR Officers Training Course - Lesson 12 <b>Wrapping Up</b> <ul style="list-style-type: none"> <li>● Documenting Events</li> </ul>

## Web Links:

View this course online:

<http://professionaldevelopmenttraining.com/courses/foundation-skills-for-new-hr-officers-training-in-atlanta-baltimore-boston-charlotte-chicago-los-angeles-new-york-miami-orlando-philadelphia-seattle-and-us-wide>

In-house Training Instant Quote:

<https://bookings.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

Public Classes - Enrol Now!

<https://bookings.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=42>



Budgets and financial reports can only be handled successfully if certain basic and advanced skills are acquired. An understanding of financial terminology, interpreting various financial statements, forecasting techniques and budgeting methods are necessary skills.

The pdtraining Budgets and Financial Reports Training Course is designed to provide both basic and advanced skills in budgeting and handling financial reports to ensure the learners become capable of performing their responsibilities successfully.

This highly valuable and practical training course is available throughout the U.S., including Atlanta, Baltimore, Boston, Charlotte, Chicago, Dallas, Los Angeles, Manhattan, Miami, Orlando, Philadelphia and Seattle.

Please click on the Public Class tab below to view our Budgets and Financial Reports Training course schedule by city or click the Client Site Training tab to receive a free quote for courses delivered at your preferred location.

## **Budgets and Financial Reports Outline**

### **Foreword:**

Financial management is the lifeblood of an organization. **Budgeting and forecasting is an essential financial process** for any business, no matter how large or small. This **easy to understand and fun Budgets and Financial Reports Training course** aims to demystify some of the financial terms and concepts and will **define key terms like ROI, EBIT, GAAP, and extrapolation**.

Participants will explore the tools, concepts and techniques used by financial people, **be guided through a practical and best practice process approach to understanding budgets** and financial reports so they can **apply key finance and budgeting principles** and hold relevant discussions and render decisions based on financial data.

### **Outcomes:**

#### **By the end of this course, participants will:**

- Define and clarify financial terminology and concepts
- Develop skills for analyzing financial statements
- Distinguish between budgets & budgeting
- Demonstrate techniques for effective budgeting
- Apply advanced forecasting techniques
- Discover how to make smart purchasing decisions
- Interpret some of the legal aspects of finances

Budgeting & Financial Reports Training Course - Lesson 1

**Getting Started**

- Workshop Objectives

Budgeting & Financial Reports Training Course - Lesson 2

**Glossary**

- What is Finance?
- Commonly Used Terms
- Key Players
- Important Financial Organizations
- Understanding GAAP

Budgeting & Financial Reports Training Course - Lesson 3

**Understanding Financial Statements**

- Balance Sheets
- Income Statements (AKA Profit & Loss Statements)
- Statement of Retained Earnings
- Statement of Cash Flows
- Annual Reports

Budgeting & Financial Reports Training Course - Lesson 4

**Analyzing Financial Statements (I)**

- Income Ratios
- Profitability Ratios
- Liquidity Ratios
- Working Capital Ratios
- Bankruptcy Ratios

Budgeting & Financial Reports Training Course - Lesson 5

**Analyzing Financial Statements (II)**

- Long-Term Analysis Ratios
- Coverage Ratios
- Leverage Ratios
- Calculating Return on Investment (ROI)

Budgeting & Financial Reports Training Course - Lesson 6

**Understanding Budgets**

- Common Types of Budgets
- What Information do I Need?
- Who Should Be Involved?
- What Should a Budget Look Like?

Budgeting & Financial Reports Training Course - Lesson 7

**Budgeting Made Easy**

- Factoring in Historical Data
- Gathering Related Information
- Adjusting for Special Circumstances
- Putting It All Together
- Computer Based Methods

Budgeting & Financial Reports Training Course - Lesson 8

**Advanced Forecasting Techniques**

- Using the Average
- Regression Analysis
- Extrapolation
- Formal Financial Models

Budgeting & Financial Reports Training Course - Lesson 9

**Managing the Budget**

- How to Tell If You're on Track
- Should Your Budget be Updated
- Keeping a Diary of Lessons Learned
- When to Panic

Budgeting & Financial Reports Training Course - Lesson 10

**Making Smart Purchasing Decisions**

- 10 Questions You Must Ask
- Determining the Payback Period
- Deciding Whether to Lease or Buy
- Thinking Outside the Box

Budgeting & Financial Reports Training Course - Lesson 11

**A Glimpse into the Legal World**

- A Brief History
- The Sarbanes-Oxley Act
- CEO/CFO Certification
- 8th Company Law Directive

Budgeting & Financial Reports Training Course - Lesson 12

**Wrapping Up**

- Words from the Wise

**Web Links:**

View this course online:

<http://professionaldevelopmenttraining.com/courses/budgeting-and-financial-reports-training-in-atlanta-baltimore-boston-charlotte-chicago-los-angeles-new-york-miami-orlando-philadelphia-seattle-and-us-wide>

In-house Training Instant Quote:

<https://bookings.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

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<https://bookings.professionaldevelopmenttraining.com/publicclassbooking.aspx?courseid=135>



Developing essential skills to perform your job well is a pre-requisite for achieving professional success. The pdtraining Bookkeeping Fundamentals Training Course provides a solid foundation that will help you to develop the required skills in bookkeeping. It includes the understanding of basic terminology, creating budgets, using various accounting methods, procedures, financial planning, auditing, and budgeting. This intensive and valuable training course is available throughout the U.S., including Atlanta, Baltimore, Boston, Charlotte, Chicago, Dallas, Los Angeles, Manhattan, Miami, Orlando, Philadelphia and Seattle. Please click on the Public Class tab below to view our Bookkeeping Fundamentals Training course schedule by city or click the Client Site Training tab to receive a free quote for courses delivered at your preferred location.

## Bookkeeping Fundamentals Outline

### Foreword:

Keep your skills current with this sought-after **Bookkeeping Fundamentals** course. Bookkeeping is the heart of any business. Without it, we cannot hope to keep track of the most important part of any business: money. Gain excellent skills in using various accounting procedures and maintain your books efficiently and effectively for the success of your business. On completion of this one-day course, you will have a sound knowledge about the basic steps and techniques used in bookkeeping, including identifying the differences between cash and accrual accounting methods, and helpful tips for the employer along with other topics related to a commercial environment.

### Outcomes:

**By the end of this training course, participants will:**

- Recognize and use basic accounting terminology
- Identify the differences between cash & accrual accounting methods
- Monitor business activities by becoming familiar with accounts payable & receivable
- Use a journal & general ledger to document business financials
- Master the balance sheet
- Identify different types of financial statements
- Evaluate the reasons for & create a budget
- Examine internal & external auditing



Bookkeeping Fundamentals Training Course - Lesson 1 <b>Introduction</b> <ul style="list-style-type: none"> <li>● Workshop Objectives</li> </ul>	Bookkeeping Fundamentals Training Course - Lesson 7 <b>Other Financial Statements</b> <ul style="list-style-type: none"> <li>● Income Statement</li> <li>● Cash Flow Statement</li> <li>● Capital Statement</li> <li>● Budget vs. Actual</li> </ul>
Bookkeeping Fundamentals Training Course - Lesson 2 <b>Basic Terminology (I)</b> <ul style="list-style-type: none"> <li>● Balance Sheet</li> <li>● Assets</li> <li>● Liabilities</li> <li>● Equity</li> <li>● Income Statement</li> <li>● Revenue</li> <li>● Cost of Goods Sold</li> <li>● Expenses</li> <li>● Accounting Period</li> </ul>	Bookkeeping Fundamentals Training Course - Lesson 8 <b>Payroll Accounting / Terminology</b> <ul style="list-style-type: none"> <li>● Gross Wages</li> <li>● Net Wages</li> <li>● Employee Tax Withholdings</li> <li>● Employer Tax Expenses</li> <li>● Salary Deferrals</li> <li>● Employee Payroll</li> <li>● Employee Benefits</li> <li>● Tracking Accrued Leave</li> <li>● Government Payroll Returns/Reports</li> </ul>
Bookkeeping Fundamentals Training Course - Lesson 3 <b>Basic Terminology (II)</b> <ul style="list-style-type: none"> <li>● Accounts Receivable</li> <li>● Accounts Payable</li> <li>● Depreciation</li> <li>● General Ledger</li> <li>● Interest</li> <li>● Inventory</li> <li>● Journals</li> <li>● Payroll</li> <li>● Trial Balance</li> </ul>	Bookkeeping Fundamentals Training Course - Lesson 9 <b>End of Period Procedures</b> <ul style="list-style-type: none"> <li>● Depreciating Your Assets</li> <li>● Reconciling Cash</li> <li>● Reconciling Investments</li> <li>● Working with the Trial Balance</li> <li>● Bad Debt</li> <li>● Posting Adjustments and Corrections</li> </ul>
Bookkeeping Fundamentals Training Course - Lesson 4 <b>Accounting Methods</b> <ul style="list-style-type: none"> <li>● Cash Method</li> <li>● Accrual Method</li> <li>● Differences between Cash and Accrual</li> </ul>	Bookkeeping Fundamentals Training Course - Lesson 10 <b>Financial Planning, Budgeting and Control</b> <ul style="list-style-type: none"> <li>● Reasons for Budgeting</li> <li>● Creating a Budget</li> <li>● Comparing Budget to Actual Expenses</li> </ul>
Bookkeeping Fundamentals Training Course - Lesson 5 <b>Keeping Track of Your Business</b> <ul style="list-style-type: none"> <li>● Accounts Payable</li> <li>● Accounts Receivable</li> <li>● The Journal</li> <li>● The General Ledger</li> <li>● Cash Management</li> </ul>	Bookkeeping Fundamentals Training Course - Lesson 11 <b>Auditing</b> <ul style="list-style-type: none"> <li>● What is an Audit?</li> <li>● When and Why Would You Audit?</li> <li>● Internal</li> <li>● External</li> </ul>
Bookkeeping Fundamentals Training Course - Lesson 6 <b>Understanding the Balance Sheet</b> <ul style="list-style-type: none"> <li>● The Accounting Equation</li> <li>● Double-Entry Accounting</li> <li>● Types of Assets</li> <li>● Types of Liabilities</li> <li>● Equity</li> </ul>	Bookkeeping Fundamentals Training Course - Lesson 12 <b>Wrapping Up</b> <ul style="list-style-type: none"> <li>● Words from the Wise</li> </ul>

## Web Links:

View this course online:

<http://professionaldevelopmenttraining.com/courses/bookkeeping-fundamentals-training-in-atlanta-baltimore-boston-charlotte-chicago-los-angeles-new-york-miami-orlando-philadelphia-seattle-and-us-wide>

In-house Training Instant Quote:

<https://bookings.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

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Meetings that are recorded accurately and properly provide important information on the level of participation of each attendee, key business decisions made, new ideas presented, and the important issues discussed. Professional minute taking assists companies to better organize, implement, and utilize their resources.

The pdtraining Minute Taking Training Course helps minute takers to develop important skills to achieve mastery in capturing the communication that occurs in an organizational meeting.

This engaging and highly practical training course is now available across the U.S., including Atlanta, Baltimore, Boston, Charlotte, Chicago, Dallas, Los Angeles, Manhattan, Miami, Orlando, Philadelphia and Seattle.

Please click on the Public Class tab below to view our Minute Taking course schedule by city or click the Client Site Training tab to receive a free quote for courses delivered at your preferred location.

## Minute Taking Training Course Outline

### Foreword:

Improve your meeting outcomes with **effective minute taking**.

Effective minute taking will enable your business units to solve the many problems and complaints associated with running meetings. In the hands of a competent minute taker, the development of the skills in minute taking will enable managers and staff to efficiently record meeting items.

You will also learn the advanced styles of minute taking such as color-coding, and gain knowledge about the suitable methods for minute taking in informal, formal and action meetings.

### Who will benefit from participating in this workshop?

- Administrative staff and assistants
- Recording Secretary
- Administrative Assistant

### Outcomes:

#### By the end of this course, participants will:

- Recognize the importance and outcomes of minute taking
- Identify and record action items during board meetings
- Develop skills in active listening, critical thinking, and organization
- Understand and customize meeting agreements
- Record three types of minutes, including formal meetings, informal, and action minutes
- Prepare and publish minutes with perfection
- Take minutes in interactive board meetings
- Write drafts, proofread and organize minutes
- Build and maintain a minute book
- Recognize the outcome of minute taking for a particular meeting
- Recognize the role of a minute taker in achieving larger goals of an organization
- Deal with common complaints and difficulties faced by minute takers
- Perform the role with expertise using knowledge and skills

Minute Taking Training Course - Lesson 1  
**The Role of a Minute Taker**

- Discuss The Role of a Minute Taker
- Explore Common Problems & Solutions in Small Groups

Minute Taking Training Course - Lesson 2  
**The Skills of a Minute Taker**

- An Ability To Listen
- Critical Thinking Skills
- Good Organization Techniques

Minute Taking Training Course - Lesson 3  
**Meeting Agreements**

- Discuss Meeting Agreements
- Three Templates To Take Away & Customize

Minute Taking Training Course - Lesson 4  
**Minutes Styles**

- Formal Meeting Style
- Informal Meeting Style
- Action Meeting Style

Minute Taking Training Course - Lesson 5  
**What Do I Record?**

- Participants Will Learn What To Record During a Meeting

Minute Taking Training Course - Lesson 6  
**Techniques for Preparing Minutes**

- Tools For Creating Minutes
- Organization Methods
- Techniques For Writing Drafts
- Proofreading Tips

Minute Taking Training Course - Lesson 7  
**Taking Minutes in an Interactive Meeting**

- Learn How Their Role as a Minute Taker Will Be Different in an Interactive Meeting

Minute Taking Training Course - Lesson 8  
**The Minute Book**

- Participants Will Learn To Build & Maintain a Minute Book

**Web Links:**

View this course online:  
<http://professionaldevelopmenttraining.com/courses/minute-taking-training-in-atlanta-baltimore-boston-charlotte-chicago-los-angeles-new-york-miami-orlando-philadelphia-seattle-and-us-wide>

In-house Training Instant Quote:  
<https://bookings.professionaldevelopmenttraining.com/inhouseex1/quoterequestex1a.aspx>

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## Computer Basics Foundation Training Course



Computer knowledge is essential to achieve professional success. When learning how to use a computer, it is advisable to begin with the basics.

The pdtraining Computer Basics Foundation Training Course provides essential knowledge in hardware and software, how operating systems and applications work, legal issues, types of computers, and how a computer works. It's important to

build a good foundation before developing more advanced computer skills.

This significant and fun training course is now available throughout the U.S., including Atlanta, Baltimore, Boston, Charlotte, Chicago, Dallas, Los Angeles, Manhattan, Miami, Orlando, Philadelphia and Seattle.

Please click on the Public Class tab below to view our Computer Basics Foundation Training course schedule by city or click the Client Site Training tab to receive a free quote for courses delivered at your preferred location.

## Computer Basics Foundation Training Outline

### Foreword:

During the training course, participants learn basic computing concepts and how to use basic functions such as using file folders, keywords, the mouse, Windows desktops, Paint, Task Manager, Calculator, Internet Explorer, WordPad, NotePad, and more.

This foundation training course in computer basics is designed for easy learning and understanding. The participants learn and practice computing basics to develop the ability to use a computer effortlessly.

### Outcomes:

This extensive course allows a participant to develop basic skills in operating a computer to fulfill tasks.

### After completing this course, participants will have learned to:

- Understand basic computing concepts
- Understand the difference between hardware and software, and how each works
- Understand how information networks operate
- Become aware of security concerns and how to work safely
- Use the keyboard, mouse, and Windows desktop
- Effectively manage and use files and folders
- Use the basic Windows applications, including WordPad, NotePad, Task Manager, Calculator, Paint, and Internet Explorer
- Use basic terms
- Understand the functions of a computer
- Browse the Internet
- Download and save files
- Understand how a laptop is different from a desktop computer

Computer Basics Foundation Training Course - Lesson 1

**Getting Started**

- The Parking Lot
- Workshop Objectives
- Action Plans & Evaluations

Computer Basics Foundation Training Course - Lesson 2

**General Concepts**

- Basic Terms
- Types of Computers
- Anatomy of a PC
- How a PC Works

Computer Basics Foundation Training Course - Lesson 3

**Hardware Devices**

- CPU and Memory
- Input Devices
- Output Devices
- Secondary Storage Devices

Computer Basics Foundation Training Course - Lesson 4

**Software**

- The Basics
- Operating Systems and Applications
- How is Software Built?
- Types of Software
- Legal Issues

**Web Links:**

View this course online:

<http://professionaldevelopmenttraining.com/courses/computer-basics-foundation-training-in-atlanta-baltimore-boston-charlotte-chicago-los-angeles-new-york-miami-orlando-philadelphia-seattle-and-us-wide>

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## Advanced Skills for Administrative and Executive Assistants



The pdtraining Advanced Skills for Administrative and Executive Assistants teaches competency in a variety of skills such as effective management abilities, organizing capabilities, writing skills for creating important business documents, communication skills, minute-taking, and computer software.

This allows time for participants to practice, and helps them to retain the new skills and knowledge they developed during the classes. This comprehensive training course offers practical skills in understanding how to implement the new knowledge in a workplace.

This highly valuable and dynamic training course is now available throughout the U.S., including Atlanta, Baltimore, Boston, Charlotte, Chicago, Dallas, Los Angeles, Manhattan, Miami, Orlando, Philadelphia and Seattle.

Please click on the Public Class tab below to view our Advanced Skills for Administrative and Executive Assistants course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

[Foundation Skills for Administrative and Executive Assistants Training Course](#)

## Advanced Skills for Administrative and Executive Assistants Outline

### Foreword:

During this course, participants engage in learning in theory and practice the duties of an administrative assistant. This interactive course includes activities to enhance learning and the development of practical skills.

The course involves the development of skills and knowledge that the job of an administrative assistant demands. These include developing social intelligence, flexibility, management skills, people management skills, business writing skills, and prioritizing tasks.

[Foundation Advanced Skills for Administrative and Executive Assistants Training Course](#)

### Outcomes:

**After completing this course, participants will have learned to:**

- Adapt to the manager's needs and style of working
- Take initiative when needed
- Develop social intelligence
- Develop basic business acumen
- Understand the importance of office management
- Listen actively
- Prepare for changes and surprises
- Manage others and keep them on track
- Keep minutes
- Manage meetings expertly
- Understand and use email protocol
- Develop computer and communication skills
- Develop phone and voicemail etiquette
- Develop confidentiality
- Understand and use social media management
- Handle difficult people and situations



Advanced Skills for Administrative and Executive Assistants - Lesson 1

**Getting Started**

- Workshop Objectives
- Pre-Assignment

Advanced Skills for Administrative and Executive Assistants - Lesson 2

**Working with Your Manager**

- Adapting to Their Style
- Anticipate Their Needs
- Getting Your Responsibilities Defined
- When to Take the Initiative
- Case Study
- Lesson Two: Review Questions

Advanced Skills for Administrative and Executive Assistants - Lesson 3

**Administrative Soft Skills**

- Social Intelligence
- Basic Business Acumen
- Office Management
- Active Listening
- Case Study
- Lesson Three: Review Questions

Advanced Skills for Administrative and Executive Assistants - Lesson 4

**Effective Time Management**

- Calendar Management
- Prepare for Changes and Surprises
- Keeping Others on Track
- Urgent / Important Matrix
- Case Study
- Lesson Four: Review Questions

Advanced Skills for Administrative and Executive Assistants - Lesson 5

**Meeting Management**

- Creating an Agenda
- Keeping Minutes
- Keeping the Meeting on Time
- Variations for Large and Small Meetings
- Case Study
- Lesson Five: Review Questions

Advanced Skills for Administrative and Executive Assistants - Lesson 6

**Tools of the Trade (I)**

- Email Protocol
- Office Machinery
- Computer and Software Skills
- Communication Skills
- Case Study
- Lesson Six: Review Questions

Advanced Skills for Administrative and Executive Assistants - Lesson 7

**Tools of the Trade (II)**

- Phone and Voicemail Etiquette
- Word Processing
- Business Writing
- Internet Research
- Case Study
- Lesson Seven: Review Questions

Advanced Skills for Administrative and Executive Assistants - Lesson 8

**Being an Effective Gatekeeper**

- Filtering Data and Information
- Learn to Say No
- Dealing with Difficult People
- Recognize the Tricks
- Case Study
- Lesson Eight: Review Questions

Advanced Skills for Administrative and Executive Assistants - Lesson 9

**Organizational Skills**

- Prioritizing Your Workload
- Goal Setting
- Plan for Tomorrow, Today
- Staying on Track
- Case Study
- Lesson Nine: Review Questions

Advanced Skills for Administrative and Executive Assistants - Lesson 10

**Confidentiality Guidelines**

- Your Confidentiality Duty
- Be Diplomatic and Discreet
- Keeping Data Secure
- What to Do in Sticky Situations
- Case Study
- Lesson Ten: Review Questions

Advanced Skills for Administrative and Executive Assistants - Lesson 11

**Special Tasks**

- Project Management
- Trade Shows
- Interacting with Clients
- Social Media Management
- Case Study
- Lesson Eleven: Review Questions

Advanced Skills for Administrative and Executive Assistants - Lesson 12

**Wrapping Up**

- Words from the Wise
- Lessons Learned

**Web Links:**

View this course online:

<http://professionaldevelopmenttraining.com/courses/advanced-skills-for-administrative-and-executive-assistants-in-atlanta-baltimore-boston-charlotte-chicago-los-angeles-new-york-miami-orlando-philadelphia-seattle-and-us-wide>

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## Client Benefits

 **Experiential  
Learning**



**Social  
Learning**

Before During Ongoing



World Leading  
Reinforcement  
Framework



**Tailored  
Training**



Training  
Management  
Centre



Home of the  
Connected Classroom

## Strategic Partnerships



IASSC Accredited