

SUPPORT EXECUTIVES PROACTIVELY

Course Outline WorkingSm@rt for Executive Assistants



OVERVIEW

This version of 'WorkingSm@rt with Outlook' is customised for Executive Assistants. 'WorkingSm@rt' uses practical processes to enable you to work effectively with your Executive. Be a proactive self-manager to assist your Executive's productivity, and build a positive relationship. The 'WorkingSm@rt' techniques will enable you to keep all your work under control. Microsoft Outlook will be transformed into a workload planning, data and communication centre. This course is for Executive Assistants who wish to keep operations flowing smoothly and efficiently, while remaining calm with the confidence that everything is under control.

HOW IT WORKS

During the training you will be practicing the 'WorkingSm@rt' techniques, ready for you to start applying them immediately after the training.

BEHAVIOUR CHANGE TRAINING

- Prioritising new work and work-in-progress continuously as situations change
- Calendars: Co-ordinating & planning ahead + scheduling meetings & travel
- Meetings: Accumulating papers/data + arranging follow-up actions
- Events/Projects: Planning & executing multiple tasks
- Inboxes: Keeping emails under control including screening Executive's Inbox
- Filing: Organising all types of filing for speedy retrieval
- Contacts: Maintaining contact records to build relationships with the Executive's inner circle
- Conversations: Organising quick access to conversation notes
- Library: Maintaining a shared place for all types of data
- Delegations: Following-up work due from others to the Executive
- Expectations: Managing the Executive's & others' expectations + handling interruptions
- 1/1's: Regular meetings with the Executive to update one another

FORMAT

- Instructor-led Online 2 x 2 hours or Face-to-face 4 hours
- Maximum 20 participants
- 60min 1-1 Follow-up Online Coaching to tailor the learning



A Better Way To Work



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