

7.4 PERSONAL ASSISTANT

This course has been designed to train reliable personal assistants to assist high profile managers.

- Be a partner – not only a secretary or a personal assistant
- Be a master of all technology in the office
- Be trusted with financial tasks
- Diary planning
- Time and project management
- Handy, practical tips for effective client service
- Handling clients. How do I read my client?
- Identifying problems and using positive manipulation
- Telephone etiquette and the value thereof
- Conflict and stress management
- Writing skills
- Etiquette and wardrobe planning