

Required Skills for Personal Assistants (PA) from the Experiential Perspective of an Executive

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BRAIN TEASERS

- 1. A doctor and a driver are both in love with the same woman, an attractive lady called Queen. The bus driver had to go on a long trip that would last a week. Before he left, he gave Queen seven apples. Why?
- 2. I am taken from a mine, and shut up in a woodencase, from which I am never released, yet I am used by almost everybody. What am?
- 3. There is a word in the English language in which the first two letters signify a male, the first three letters signify a female, the first four signify a great man, and the whole word, a great woman. What is the word?
- 4. Take off my skin, I won't cry, but you will, what am I?

SCOPE OF PRESENTATION

- ✓ Learning objectives
- ✓ Introduction
- ✓ Duties, responsibilities, and functions of a PA
- ✓ Skills / Qualities required of a PA
- ✓ Expectation of Executive from a PA
- ✓ What Executive does not expect from a PA
- ✓ Conclusion

LEARNING OBJECTIVES

At the end of this presentation, participants will be able to:

- ✓ identify the key skills required for personal assistants;
- ✓ recognise the expectations that executives have for their personal assistants;
- ✓ develop strategies and best practices for improving essential personal assistant skills based on experiential feedback; and
- ✓ create a personalized development plan for acquiring and improving the skills identified as crucial for personal assistants.

INTRODUCTION

Who is a Personal Assistant (PA)

A personal assistant (PA) is a professional who works closely with senior executives in an organization, ensuring that these executives are supported in terms of administrative and organizational tasks. They work to keep the office organized, efficient and productive using secretarial skills.

DUTIES, RESPONSIBILITIES AND FUNCTIONS

- ✓ Time and Daily Management
- ✓ Meetings, correspondences, and note-taking
- ✓ Hospitality, office management, and maintenance
- ✓ Record keeping and office finance

SKILLS / QUALITIES REQUIRED

- Administrative and Secretarial skills
- Communication skills
- Technology proficiency skills
- Problem solving skill
- Institutional loyalty and professionalism
- Documentation and record keeping skill
- Book keeping skill
- Interpersonal skills
- Emotional intelligence

ADMINISTRATIVE/SECRETARIAL SKILLS

- ✓ Organization
- ✓ Time Management
- ✓ Attention to Details
- ✓ Multitasking

COMMUNICATION SKILLS

- ✓ Verbal Communication
- ✓ Written Communication
- ✓ Interpersonal Skills
- ✓ Listening Skills

TECHNOLOGY PROFICIENCY

- ✓ Computer Proficiency
- ✓ Typing Skills
- ✓ Email Management
- ✓ Tech Savvy

PROBLEM-SOLVING SKILLS

- ✓ Critical Thinking
- ✓ Resourcefulness
- ✓ Collaboration and Teamwork
- ✓ Delegation
- ✓ Initiative

INSTITUTIONAL LOYALTY AND PROFESSIONALISM

- ✓ Dependability
- ✓ Commitment and Punctuality
- ✓ Positive Attitude
- ✓ Honesty and Integrity
- ✓ Confidentiality and Discretion

DOCUMENTATION AND RECORD KEEPING

- ✓ Filing System
- ✓ Record Keeping
- ✓ Maintaining Security of Information

BOOKKEEPING KNOWLEDGE

- ✓ Accountability
- ✓ Expense Reporting

INTERPERSONAL SKILLS

- ✓ Relationship Building
- ✓ Teamwork
- ✓ 360 degree Leadership

EMOTIONAL INTELLIGENCE

- ✓ Managing Stress
- ✓ Empathy

EXPECTATIONS OF EXECUTIVES FROM PA

- ✓ Get to know your Boss
- ✓ Take responsibility for your mistakes
- ✓ Keep up with your boss' calendar
- ✓ Observe and Learn
- ✓ Logistics Skills
- ✓ Engage in personal development to improve your skills

WHAT EXECUTIVES DO NOT EXPECT YOU TO DO AS A PA

- ✓ Hide things from your Boss
- ✓ Leak out personal/official information
- ✓ Adopt a casual attitude in the workplace
- ✓ Become too complacent on your job

CONCLUSION

Effective and highly performing personal assistants require a blend of administrative organizational, communication, technology proficiency and leadership skills.

ACTION POINTS

- ✓ Focus on skill development in key areas
- ✓ Leverage feedback and continue learning
- ✓ Adapt to evolving technology and workplace demand.

THANK YOU

