

SOCIAL STYLES (not personalities)
Take the Initiative – Be Proactive
Remain Calm under pressure

Anticipation

Basic Grammar and Spelling

Using the Internet To Your Advantage

Greeting Guests

WHEN YOU DELEGATE WORK



"Don't worry, you'll grow with the job."

"HOT TIPS"

Executive Assistant
and Personal
Assistants

SOCIAL STYLES (not personalities)

Analytical

Driver

Amiable

Expressive

Analyticals need data. The more information you provide them, the better.. They are very detail oriented, good at problem solving and organizing and tend to be very thorough and will take their time coming to decisions. Their primary focus is on *details*.

Amiables are warm, friendly, dependable, dedicated and cooperative. They are good listeners, team oriented and very sensitive. They want low risk with guarantees and avoid making decisions. Their primary focus is on satisfaction and proven results for the others. To effectively communicate with an amiable, show your concern for them as a person from the start and find areas of common ground.

Drivers are business-like and want the facts. They want you to get straight to the point. Are very decisive and can be impatient and demanding. Drivers want power, control and authority. Their primary focus is on results. To effectively communicate with a driver, be clear, specific, brief and to the point in a business-like manner.

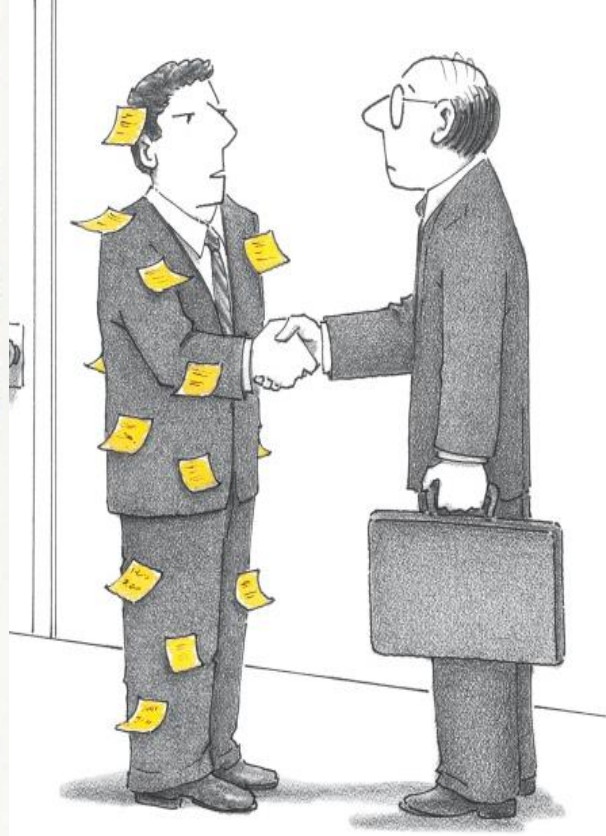
Expressives see the big picture and are not interested in details and are risk-takers. They are loud, personable, enthusiastic, love colour and tend to be flamboyant and emotional. They seek recognition and visibility. To effectively communicate with an expressive, show interaction that supports their dreams and intentions and your intent to formalise the details of their ideas.

Take the Initiative

- Action emails – Be Proactive.
- Organise debriefs/research prior to meetings.
- Allow travel time.
- Extra long meetings – suggest lunch



Multiskilling



Basic Grammar and Spelling

- **There** – This word is used to describe a different place from here; over *there*. It's that simple. "I'd like to walk over *there*."
- **Their** – This word is used to describe someone's possession. "I like *their* style." "I would like to shop at *their* store." "Who is *their* mother?"
- **They're** – This is a conjugation of two words — They are. Put together, you get *they're*.

Overall Example: *They're doing their own make-up over there!!*

- **Where** – Describes a place. Where is the apple pie?
- **Wear** – This word describes attire, something you wear. Today I'll wear my blue suit.
- **We're** – This is a contraction of the two words "we are". We're going to the movies.

Overall Example: *Where are we going to wear our new dresses? We're almost ready.*

<http://www.dictionary.com>

Internet – your assistant

- The internet – research
- LinkedIn
- Microsoft help

Greeting Guests

- Advise that his/her guest has arrived
- Introductions
- Offer refreshments
- A positive reflection of your organisation.



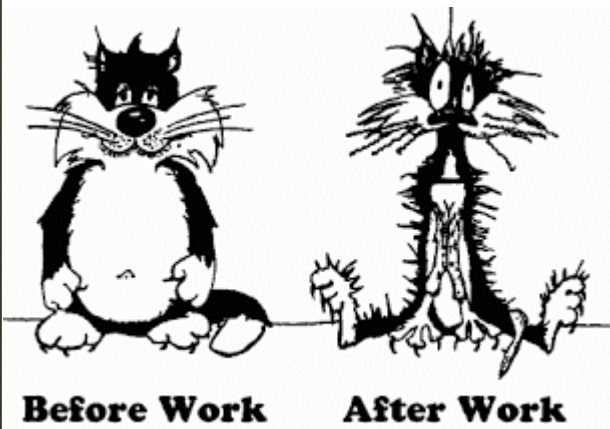
When you Delegate Work

- Delegation of a task-your responsibility.
- Oversee and manage the process (without micromanaging)
- Give clear instructions
- Follow up



Key Attributes

- Prioritise, remain calm and focused.
- Be flexible, and adapt to changes.
- Be sharp, confident and reliable.
- Hear everything that is said.
- Be organised.



Juggling work life balance needs.

Interactive Time

○ YOUR HOT TIPS!!



Thank you..

