

Executive and Personal Assistants

Social Intelligence

Ways to Improve Social Intelligence:

- **Pay attention to others:** It is easy to become caught up in our own lives. Paying attention to others, particularly you manager, will improve your social intelligence.
- **Practice cues:** Practice interpreting social cues that you see in others. Learn to interpret facial expressions, and become culturally aware of those around you.
- **Self-monitor:** Before you blurt out a response in a social situation, think about its appropriateness. This will improve your social intelligence.

Office Management

An assistant must also operate as an office manager. This requires you to take on specific roles that are necessary in order for the department to move forward. Poor management skills will impede productivity for everyone.

Skills:

- **Plan:** Plans are essential for success, but the assistant must drive the plan forward by making sure the steps are executed.
- **Schedule:** The schedule and its details are typically the domain of the assistant. For example, you would make a list of people to attend a meeting, contact them, and book the location of the meeting.
- **Organize:** The assistant must keep everything filed, organized, and accessible. This includes paperwork, schedules, travel, financial papers, etc.
- **Order:** You will be responsible for ordering supplies. This requires you to keep a careful inventory and order at the correct time.

Dealing with Difficult People

Handling difficult people:

- **Speak assertively:** A passive tone indicates that you are uncertain. Be assertive but respectful.
- **Address the request:** Make it clear that you are rejecting the request but not the individual.
- **Avoid sarcasm:** Do not use sarcasm, and address it when it is used against you.
- **Restate:** Restate the problem in a different way for another point of view.
- **Compromise:** You need to be willing to compromise in certain cases.