

SIX SOFT SKILLS FOR THE PROFESSIONAL ASSISTANT

Professional Assistants are the first impression of their office that people will see; therefore, they must be professional and cordial. Assistants set the tone for the office and its reputation. There are six basic soft skills that Assistants should master to ensure they are representing their office well.

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- Once a confidence is broken, it is rarely restored.

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- Do not associate with gossipers.
- Master the art of stopping gossip.

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- Be sure the words you use regarding your boss are positive and uplifting.

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- Alert your boss that you are concerned about them or their reputation regarding an issue. Be open, transparent, and honest.

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- Make sure your office and attitude are welcoming and comfortable to others.

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- When an issue arises with a fellow co-worker and they are being addressed or disciplined by your boss, often they are embarrassed that you are likely aware of the situation. It is the job of the assistant to ensure that person continues to feel respected in your office.

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These six basic soft skills are effective tools for an assistant to set the right tone and lead an office effectively. They will help to develop a healthy reputation for the office you represent and within the community.