





Virtual assistant training programs. Virtual assistant training manual sample. Amazon virtual assistant training manual pdf. Virtual assistant training manual pdf. How to train as a virtual assistant. How to become a virtual assistant training. How do i train to be a virtual assistant.

Before you hire a virtual assistant, you need to determine what role you are going to hire for. If you are going to hire to support a specific process, go through the process and determine which tasks can be offloaded to the virtual assistant. Make sure there is no ambiguity on how the tasks are completed. Determine the Personality Type Determine the personality type it will take to fill the job role and hire for that personality type. Training If you have a training system with manuals and videos, that is great. However, it is not necessary. It is important that you spend a lot of time with your virtual assistant the first few weeks they are on the job. During this training time, have the virtual assistant build the training manual and videos for the job role. This way, they can train the next person, or if they get promoted, the next virtual assistant can learn through your new training systems. Record Your Training Meetings After your training session, have the virtual team member watch the recording, take notes, and build the training manual from the recordings. This should be their main task the first few weeks on the job. Treat Them as Part of the Team Include them in team meetings, add them to your internal communication channels, get their photo and bio on your website, and listen to their feedback. Communication It is important that you establish how your virtual team member will be communicating with the team. Having the team members constantly be on a video conference to see them tends to exhaust their local computer resources and gives a “big brother” vibe. One that is distrusting. It is better to create a policy that for each meeting they are in they must be on a video call and they must have their camera turned on. Slack or some other Instant Messaging service is very helpful with communication. This tells you if they are logged on to their computer. Ask for Feedback It is important that you ask for feedback from your team members. It is they that are performing the job role. By asking for feedback, it gives the team members a sense of ownership over their job roles. Many great ideas and process changes come from the team on the front lines that have the ability to give feedback to their managers. Give them Authority You cannot give them authority when they first start but once they are fully trained and fully understand the job role, give them the authority to make decisions and to make recommendations to change any process that they own. By empowering your team members to take ownership, you will be rewarded with lesser escalations, less stress, happier team members, and an overall better customer experience. Delegate not Abdicate There is an important difference between delegating and abdicating. When you delegate to someone, you give them responsibility for something, but you stay in the information loop. Abdicating is when you give somebody responsibility and then you disappear and you are not in the information loop. You will create stress and potentially lose a good team member when abdicating. Meeting Schedule It is important to meet with the team members often when you first contract with them. You need to spend time training the team member on the job role, on the company core values and how the company operates, communicates and who is who in the company. You will also need to schedule weekly KPI meetings so they can go over their KPIs with you and inform you what is going well and what is not going well. These meetings are important to obtain feedback so you can help them become adjusted and to become a productive part of the team. Compensation When compensating your virtual assistants you always want to build a compensation plan that will continue to motivate your team members and pay them market or above market price. Most companies that hire a virtual assistant just want to pay the assistant an hourly rate. Usually, one that is very low, and expect a long term commitment and long term success. The more you can treat your virtual assistant like a team member, the better chance of long-term success you have. You need to consider the following when compensating your team member: Table of Contents A virtual assistant is an independent contractor who provides administrative services to clients while operating outside of the client's office and typically operates from home. So, we know what a virtual assistant is – and that's a great start. But maybe the rest of the details are a little fuzzy for you. Maybe you want to know exactly what a virtual assistant is and does because you want to become one – and you know that the more you know, the more likely you are to be successful. You sound like our kinda VA. Thankfully, we've got an ebook with our friends over at Base and our Ultimate Virtual Assistant Master Class to exhaustively cover just that. We're talking nuts-and-bolts, nitty-gritty, everything-you-need-to-know kind of information to equip those wanting virtual assistant training with the confidence to pursue their dreams. Specifically, the ebook and course will cover – and answer – the following: Virtual Assistant Skills You'll Need Rules of A Virtual Assistant Defining what a VA is can feel a little like trying to nail Jell-O to a wall. Why? Because they could be and do virtually anything. Here we'll cover what a VA is, what they can do, and how they differ from their brick-and-mortar counterparts. Additionally, we'll answer ... Executive vs. administrative vs. virtual assistants; What's the difference? What's the difference between a contractor and an employee? What are a virtual assistant's responsibilities? What are some considerations before becoming a virtual assistant? How to get started as a virtual assistant? What Makes A Great Virtual Assistant So, now you know that you definitely want to be a virtual assistant and that you have what it takes. But what you don't want is to be a good virtual assistant—you want to be great. There are a few mission-critical qualities that make for a great virtual assistant, which include ... Personality Experience Education Skillsset As a virtual assistant, you'll need a certain level of tech-savviness and an openness to new tools and communication methods. Without daily in-person chats with your client, you have to be able to clearly articulate your needs, updates, and requests via other channels. In this section, our ebook will help you understand the importance of making it a point to learn about new software, templates, and apps that would help make your job easier and your client's life better, such as ... Email Management You'll learn inbox management, including how to organize your inbox so you can better see, manage, and store everything in your inbox; the importance of canned responses, including how to streamline communication and create efficiency with provided responses to save you time and energy; and email etiquette and email preferences, including mission-critical tips and best practices to communicate clearly, effectively, and professionally. Calendar/Scheduling Management Calendar management is a significant part of your role as a VA, both in importance and the amount of time dedicated to it. It helps your client to manage their time, and stay organized and on schedule. Learn how to have a defined system in place for calendar management to help you and your client work efficiently. Travel Management Learn all the tips and tricks of travel management to help you to create well laid out travel plans for your client to ensure a seamless experience when your client is traveling to prevent unnecessary stress, circumvent scheduling issues with meetings or events, and reduce unexpected expenses due to travel mishaps. Communication Communication – clear, explicit and thoughtful communication – is the foundation for everything when working remotely, especially as a virtual assistant. Learn how to communicate expectations and needs clearly, explicitly and thoughtfully, what communication to use and when, how to have courageous conversations, Build Trust Trust is a key component to a successful and long-lasting relationship between a client and a VA. Proving you are, in fact, a trustworthy VA isn't difficult – but it does require some intentionality on your part. Gain insight into building long-lasting, trust-filled relationships with your clients so you're entrusted to be an extension of them and represent the business in a positive way that helps it grow and thrive. Instant Messaging Project Management and Managing Vendors Password Management Document Sharing Best Practices Responsiveness and Organizational Skills Stress Management Practicing Self-Care Setting and Achieving Goals CRM and Data Management Social Media Supporting Multiple Leaders Leading Up and Servant Leadership Base Tips & Tricks For Virtual Assistant Beginners A virtual assistant role is not a simple and easy one. You are responsible for another person's productivity, stress level, and time, and there are so many ways to support your client throughout the workday. Here is where we show you where to start as a virtual assistant, including ... Setting clear goals and expectations Being a strategic partner Implementing defined processes Continued learning and development Setting boundaries There is so much to learn about being an amazing assistant – and it begins with your free download of How To Be A Virtual Assistant: A Beginner's Guide. Then, once you're primed and ready to take your virtual assistant training to the next level, check out our Ultimate Virtual Assistant Master Class to learn all things essential to becoming a rock star virtual assistant. We're talking nuts-and-bolts, nitty-gritty, everything-you-need-to-know kind of information to equip you to become a virtual assistant with the confidence to pursue your dreams. With that, you're ready to make a difference in someone's life – congratulations!

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