

“The case for continued education is well made for all entrepreneurs - but, for Virtual Assistants, it is vital.

Our business depends on the tools technology offers and constant learning gives us the necessary edge and gives our clients confidence.

*-Bronwyn Robertson
www.TheArtsVA.com*

Top 10 Tips for Building Your Virtual Assistant Skills

By J. J. Murphy

Developing knowledge and improving skills is more than just a way to keep busy. It's the only way to expand and improve your business and increase the value you offer clients.

1. Find Your Niche

Each of us has skills that “come naturally.” When you enjoy what you're doing, your five senses are engaged and your brain processes the information fully.

2. Practice what you know

Can you find a more efficient way to apply software or organize information? Strive to master your niche skills.

3. Find complementary skills

If you are good at DTP, for example, learning to create online documents in PDF or learning website design can broaden your client base, keeping you within your established creative niche.

4. Find innovative ways to use your skills to benefit clients

This strengthens your partnership. Don't take such skills as problem solving, decision-making, or time management for granted.



5. Assess your learning style

Some people learn by following written instructions, some need images, some are kinetic learners, and some need classroom or individual instruction.

6. Read (and read more)

Stay on top of your particular area of expertise with online and traditional resources, trade magazines, and other relevant information.

7. Join peer networks and professional organizations in person or online

Find ways, as a business owner and entrepreneur, to fully participate in your industry and your community.

8. Evaluate any courses or training programs before enrolling

Get feedback from others who have taken the course on how it has helped them.

9. Set up a training plan

Create and carry out an organized approach to improving your skills now and in the future to ensure you reach your long-term goals.

10. Mentor and share your discoveries

Lifelong learning builds resilience and contributes to physical, mental, emotional, and spiritual health. Sharing knowledge and helping peers builds your confidence as well as the VA industry.

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VA Service Niche: Training Services and Consultation

By Angela Allen Parker

The following are a few of the services offered by training and skill building specialist VAs:

- Microsoft Office training for MOS certification
- Training to utilize electronic tools and specialized programs for effective, organized team-driven project management
- Specialized software training support via e-mail and phone
- Time management training including PDA and computer synchronization
- Remote computer access training with or without simultaneous phone guidance and support
- One-on-one consultations and group “virtual” classrooms conducted in “real-time”
- Electronic organization and training for paperless office management.
- Teleconferencing, seminars and coaching sessions for skill building

... and many others.

“Without proper training, it is difficult to deliver a superior service product. Formal training positively impacts your clients’ results, advances your own professional development, and boosts your business.”

*—Donna Gilliland
www.MOSTraining.com*