

## Task 4

### Learnings for becoming an excellent V.A.

#### **1. Communication skills at the start:**

Possessing good oral and written communication skills is important while working as a virtual assistant. As there is no in-person conversation, clients rely on emails, phone calls, messaging platforms, and video calls to communicate. Being able to convey messages helps provide a positive experience to all who communicate with the online business managers, which results in positive feedback for the brand/company.

**2. Planning and structuring:** For any client, anticipating which tools and resources will be essential, how long the project will take, assembling them, and blocking the necessary time. If required, a virtual assistant may even have to alter the plan based on resource availability and time constraints.

**3. Communicating in person:** In-person communication is not only about what is spoken, but also the language used, the non-verbal messages such as tone, stress, facial expressions, gestures, and body language. Strong interpersonal skills such as negotiating, problem-solving, and knowledge-sharing are the main requirements for a virtual assistant.

**4. Feedback:** While giving feedback, the virtual assistant is expected to be precise and clear in communicating the same to the client. Sharing both positive and negative feedback, active listening, and suggesting corrective actions are a few points to be kept in mind while giving feedback to the client.

**5. Meetings:** Effective meetings are a must to ensure that the clients' tasks are completed on time. The more constructive the meeting, the less is the probability of the goal getting side-tracked. The main aim of the meeting is to discuss viewpoints and come to a mutual discussion. Note-taking and contribution of insightful information is a major role to play for a virtual assistant when it comes to organizing and conducting a meeting.

**6. Presentation:** A virtual assistant needs to be proficient in various online tools to collaborate effectively with clients. Apart from the fundamental tools like Zoom or Google drive, one needs to be accustomed to other collaboration tools such as password managers, project management software, online meetings, file sharing tools, online presentations, and so on.

**7. Communication in writing:** Virtual Assistants are expected to be able to possess impeccable writing skills which involve planning, compiling, drafting, and reviewing. From basic correspondence to professional report writing; good writing skills are of utmost importance for Virtual Assistants.

**8. Nego, persuasion, and influence:** In the remote work set-up, quite often than not, there will be multiple demands simultaneously or differences of opinion for which virtual assistants have to keep all the stakeholders happy. We are responsible for client relationships, or for managing so many parties where the ability to influence, negotiate and persuade people is important.

**9. Difficult communication situations:** Difficulty with delegation, reduced productivity, poor communication leading to misunderstanding, inadequate clarity and direction, and inability to ask the correct questions are some of the situations where virtual assistants.

**10. Understanding others better:** Keep an open mindset and be flexible, use the right technology for the team, establish specific channels for communication, nurture soft skills, and build a fast, flexible and creative team in the digital age.