

EXECUTIVE ASSISTANT DEVELOPMENT INTENSIVE

**INNOVATION & EXCELLENCE
FOR EXECUTIVE SUPPORT**



**20 - 21
JANUARY 2021**

ONLINE DELIVERY

EXPLORE

- ▶ Proactive self-management for executive support excellence
- ▶ Develop & maintain resilience in a high pressure, high volume environment
- ▶ Manage expectations & manage up
- ▶ Influence with integrity (power without power)
- ▶ Get across the issues, work across the business
- ▶ Positive communication & Emotional Intelligence (EQ)
- ▶ Effectively engage with different (& sometimes difficult) personalities
- ▶ Balance your workload & active career planning

EXPERT FACILITATOR



Ursula Kohler
Founder & Director
Capital EA

**BOOK
BEFORE
29 OCTOBER,
SAVE
\$400**



VIRTUAL EVENT

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ABOUT THE EVENT

Executive support sits at the heart of an organisation's success. It's the great enabler, the spark that keeps the engines moving. EA's make it possible for businesses and government to function smoothly and effectively at all levels.

To be effective in your support position, you must continually uphold your knowledge and skills to be professionally successful, while supporting your executive's core function and priorities.

This two-day intensive is designed to equip you with the knowledge and practical tools to develop professional excellence and step up as an expert influencer in your organisation. Develop critical skills including conscious communication, effective stakeholder engagement and strategies to build trust with staff and senior management alike.

TRAINING DELIVERY AND PRE-COURSE QUESTIONNAIRE

This workshop will be delivered using a three tiered approach. The structure of each session is as follows:

1. Technical overview and review of research into the topic area under discussion
2. Practical application of management principles in the review of case studies, worked examples and interactive exercises
3. Discussion of outcomes and implementation issues

Workshop participants will have the opportunity to include comments and questions about issues outlined in the program by way of a pre-course questionnaire. This feedback will enable the course facilitator to adjust content accordingly. The workshop has limited places to allow for customisation, greater interactivity and for individual concerns to be addressed.

DAY ONE

Proactive self-management for executive support excellence

- ▶ Navigate organisational politics and tackle complex conversations
- ▶ Respond proactively to challenging situations and changing environments
- ▶ Create strong professional relationships by establishing trust and credibility
- ▶ Project empathy and remain in control of a situation

Develop and maintain resilience in a high pressure, high volume environment

- ▶ Develop emotional resilience to maintain composure during times of conflict
- ▶ Strategies to initiate sensitive conversations and effectively raise concerns
- ▶ How to effectively manage high level and high volume workloads
- ▶ Increase confidence to broach sensitive topics across your organisation

Managing expectations and managing up

- ▶ Build an authentic and influential relationship with your manager
- ▶ Optimise time with your manager and optimise your manager's time
- ▶ Gain full engagement from your executive during times of high pressure
- ▶ Explore communication strategies to address difficult conversations

Influencing with integrity (power without power)

- ▶ Develop the ability to build rapport and maintain relationships
- ▶ Unearth your communication style to maximise your influence on key decisions
- ▶ Remain authentic when faced with making difficult decisions
- ▶ Foster trustworthy relationships

DAY TWO

Getting across the issues, working across the business

- ▶ See past your own sphere and work with sensitivity
- ▶ Increase personal presence within the executive office and model behaviour
- ▶ Proactively manage expectations to operate autonomously
- ▶ Anticipate needs and prioritise to protect your time (and your manager's)

Positive communication and Emotional Intelligence (EQ)

- ▶ Discover the ability to assess and measure EQ in yourself and others
- ▶ Understand your EQ and its impact on the way you are perceived
- ▶ Leverage your EQ in the workplace
- ▶ Communication styles - you get back what you give out

Effectively engaging with different (and sometimes difficult) personalities

- ▶ Deal with a range of personalities in high pressure situations
- ▶ Navigate challenging situations and effective communication for compromise
- ▶ Understand different communication styles to best resolve conflict
- ▶ Effectively deal with ambiguity

Balancing your workload and active career planning

- ▶ Manage and maintain work-life balance with an ever-increasing workload
- ▶ Project and predict - best practice calendar and diary management fundamentals
- ▶ Establish a leadership mindset that will accelerate your career development
- ▶ Develop a personal action plan and practical strategies to implement

WHO WILL ATTEND?

Professionals providing executive support & running offices in roles including:

- ▶ Executive Assistants
- ▶ Personal Assistants
- ▶ Executive Support
- ▶ Faculty Support and Administration
- ▶ Executive Coordinators
- ▶ Executive Officers
- ▶ Project Officers
- ▶ Office Managers
- ▶ Business Support
- ▶ Administrative Assistants
- ▶ Administrative Managers

YOUR FACILITATOR

Ursula is challenge driven, and thrives in busy environments. With over 25 years' experience as an EA/PA, Ursula has worked with and supported some of Australia's most recognised and rewarded individuals. Ursula has provided crucial support to politicians, boards and government department heads during intense periods of political change, earning a reputation for resilience and as an EA that can "handle the heat". She has an exceptional capacity for organisation, multi-tasking, and prioritising, and is passionate about providing the highest levels of customer service.

Ursula understands just how vital an effective EA can be for their manager and their organisation. She is passionate about encouraging other EAs to understand their full potential, discover their true north and the organisation in which they work. Ursula nurtures all relationships in and outside business cultivating a diverse network. She sees every opportunity as positive and entices a "can do" attitude.



Ursula Kohler
Founder & Director
Capital EA

Executive Assistant Development Intensive

20 - 21 January 2021

Online Delivery

Booking Form

Event Reference: EADI0121A - O

Priority Code: I



Registration Information

Organisation Name

Address Suburb State Postcode

Booking Contact Information

Title Full Name Position Email Phone



Delegate Information

#	Title	Full Name or TBA	Position	Email
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				



Your Investment

Options (per person)	Rapid Action Rate	Value Plus Rate	Super Saver Rate	Early Bird Rate	Standard Rate
Qty	Register and pay by 29 October	Register and pay by 10 November	Register and pay by 1 December	Register and pay by 22 December	
— Workshop	\$1595 + GST = (\$1754.50)	\$1695 + GST = (\$1864.50)	\$1795 + GST = (\$1974.50)	\$1895 + GST = (\$2084.50)	\$1995 + GST = (\$2194.50)
Discounted off standard rates :	Save up to \$400	Save up to \$300	Save up to \$200	Save up to \$100	All Prices listed in Australian Dollars

Group Discounts Available:	10% off Standard Rate	15% off Standard Rate	20% off Standard Rate	25% off Standard Rate
	Team of 3 - 4	Team of 5 - 7	Team of 8 - 9	Team of 10+

TOTAL
incl GST

Conditions: Group Discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Group discounts are not applicable to Value Plus, Super Saver and Early Bird rates. Discounts cannot be applied retrospectively and must be claimed at the time of booking. Liquid Learning Group reserves the right to have sole discretion on an organisation's eligibility for discounts.

Note: Course materials included. Registration Options are per person only.



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Note: 2% surcharge applies to American Express payments

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Westpac Account Name: Liquid Learning Group Pty Ltd
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Account No: 407 273
SWIFT Code: WPACAU2S

Amount

Please quote ref EADI0121A - O and registrant name



Authority

Authorising Manager's Details: This registration is invalid without a signature

Name	Position	Phone
Email		Signature X
		Date

Email this form to: registration@liquidlearning.com.au or Call us on: +61 2 8239 9711

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