EXECUTIVE ASSISTANT DEVELOPMENT INTENSIVE

INNOVATION & EXCELLENCE FOR EXECUTIVE SUPPORT

15 - 16 JUNE 2020 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



Liquid Learning will now be offering events live online!

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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

WE ARE GOING VIRTUAL!

Events will be delivered live with the assistance of Video Streaming technology to allow delegates and speakers to participate and interact from their office, their home or wherever they may be. Some events may include both in person and remote access elements depending on the situation. Information regarding these arrangements will be sent to affected delegates and speakers directly.

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

15 - 16 June 2020

Online Delivery

Booking Form

Event Reference: EADI0620A - S Priority Code: I

i Registration Information

Org	Organisation Name						
Address			Suburb	State Postcode			
Boo	Booking Contact Information						
Title	е	Full Name Pos	sition Email	Phone			
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Your Investment

Options (per pers	Regis	d Action Rate ster and pay by 4 February	Value Plus Rate Register and pay b 23 March		Early Bird Rate Register and pay by 19 May	Standard Rate	
Workshop		\$169	5 + GST = (\$1864.50)	\$1795 + GST = (\$1974.50)	\$1895 + GST = (\$2084.50)	\$1995 + GST = (\$2194.50)	
Discounted off standard rates :		Sa	ve up to \$300	Save up to \$200	Save up to \$100	All Prices listed in Australian Dollars	
Group Discounts Available:	10% off Standard Rate Team of 3 - 4	15% off Standard Rate Team of 5 - 7	20% off Standard Rate Team of 8+		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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Payment Detail	-

		Payment is required prior to attending this event
Credit Card	Credit Card Details - Please charge my credit card for this registration: Card Type Visa MasterCard American Express	Electronic Funds Transfer (EFT) Please transfer funds directly to: —— Westpac Account Name: Liquid
Cheque (payable to Liquid Learning Group Pty Ltd)	Note: 2% surcharge applies to American Express payments	Learning Group Pty Ltd BSB: 032 002
Electronic Funds Transfer Please invoice me:	Card Number	Account No: 407 273 SWIFT Code: WPACAU2S
Purchase Order No. #	CVV Full Name as on card	Amount
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Email this form to: registration@liquidlearning.com.au or Call us on: +61 2 8239 9711

Registration Policy If you are unable to attend this event, you may send a substitute delegate in your place at no additional cost. Please advise us of any substitutions as soon as possible. Alternatively, you may transfer your registration to another event run by Liquid Learning Group Pty Ltd. A 10% service fee may apply. Should you wish to cancel your registration, please notify us in writing as soon as possible and a credit note will be issued valid for use towards any future event held by Liquid Learning Group Pty Ltd in the twelve months following date of issuance. Cancellation notifications received less than 14 days from the event running will receive a credit note to the value of the registration fee less a service fee of \$400 plus GST. Liquid Learning Group Pty Ltd does not provide refunds for cancellation. The prices above are based on one person per registration. It is not possible for multiple people to attend within any day of the event on a single registration. Split tickets, is a different person attending each day of the event, can be arranged. A fee will apply. Please call us for details.

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