

# EXECUTIVE ASSISTANT DEVELOPMENT INTENSIVE

INNOVATION & EXCELLENCE FOR  
EXECUTIVE SUPPORT

28 - 29  
JULY 2020

CLIFTONS CANBERRA

## 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

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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.



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