

## The New Executive Assistant

### *How to take on the role of the key person for your manager and for your team*

#### **One on One (1/2 day), Small or Large Groups (1/2 to 1 day)**

The Executive Assistant is a key person in any team. In the modern organisation the Executive Assistant is expected to be able to perform a range of tasks under pressure with a smile and a positive outlook. As a new EA you will have lots of people asking advice, taking your time and wanting you to assist them. You need to be able to cope with those pressures and ensure you provide assistance where appropriate.

This one day workshop will give you the skills to operate effectively in your new role.

#### **Outcomes**

On completion of this workshop you will learn how to;

- Understand your role
- Communicate effectively with your clients and colleagues
- Work collaboratively with your manager/s
- Provide leadership in your team
- Manage your time and resources
- Be able to prioritise and plan
- Be a key member of your team
- Communicate assertively
- Managing your email and other information
- Planning a meeting
- Basic Project Management
- Understand your personality and those of your colleagues
- Be a proactive team member
- Handle Stress and motivate yourself

#### **Presenter**

Sue Willis is an HR professional with over 20 years experience in the APS. Sue has worked as an EA as well as a number of management roles in the HR area. She has delivered training in a number of topics in the past 10 years and currently works as a training consultant in particular with Acorn. Sue knows the demands on modern EAs and will ensure you go back to your agency armed with many success strategies. Other trainers have similar qualifications and experience.



**SCHEDULE**

<b>9:00am</b>	<b>WELCOME</b>
<b>9.15am</b>	Understanding your role Communication skills Building rapport Negotiation skills
<b>10:30am</b>	<i>Morning Tea (15 Minutes)</i>
<b>10.45am</b>	Dealing with difficult people and situations Working with a team Managing a busy workload Managing your manager
<b>12:30pm</b>	<i>Lunch (45 minutes)</i>
<b>1:15pm</b>	Prioritising and planning Information flow Information overload tips Managing your email
<b>3:00pm</b>	<i>Afternoon Tea (15 Minutes)</i>
<b>3:15pm</b>	Meeting Planning Basic Project Management Stress and self-motivation
<b>4:45pm</b>	<b>Action Plan</b>
<b>5:00pm</b>	<b>Finish</b>



## Enrolment Form – The New EA

ABN 34 073 999 185

Send this form to Acorn: Fax (02) 6162 2077 or e-mail to [bookings@acorntraining.com.au](mailto:bookings@acorntraining.com.au)

We will ring you to organise a time to run the session.

Attendee's name	Email address	Phone Number
1.		
2.		
3.		
4.		
<b>Organisation</b>		
<b>Branch/Division</b>		
<b>Address</b>		
<b>Phone #</b>		
<b>Fax #</b>		

### Payment Details

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Single attendee: \$595

Second and subsequent attendee: \$395

For larger groups please call for a quote

#### 1. Credit Card (Amex, Diners, Visa, MasterCard)

Name \_\_\_\_\_ Card No \_\_\_\_\_

Expiry date \_\_\_\_\_

#### 2. Invoice

Signed off by \_\_\_\_\_ Name \_\_\_\_\_

Email invoice to: \_\_\_\_\_

Terms: Payment is due on or before the day of the session.