

# 8 ESSENTIAL SKILLS FOR HIGH PERFORMANCE IN EXECUTIVE SUPPORT & ADMIN

INNOVATION & EXCELLENCE FOR EXECUTIVE SUPPORT



8 - 9

FEBRUARY

ONLINE DELIVERY

## EXPLORE

- ▶ Proactive self-management for executive support excellence
- ▶ Develop and maintain resilience in a high pressure, high volume environment
- ▶ Manage expectations and manage up
- ▶ Balance your workload and active career planning

## EXPERT FACILITATOR



Liz Van Vliet  
Founder & CEO  
My EA Career

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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

Liz Van Vliet is a certified Executive Coach and qualified Corporate Trainer. She specialises in equipping Office Professionals with career-boosting confidence and POWER Skills. This is how Liz describes the "anything but 'soft' skills on steroids" that enable your staff to be what she describes as "the little hinges that swing big doors" and show up as Linchpins.

Liz has over 25 years of senior Sales and Marketing expertise with blue chip organisations such as IBM as well as a range of Software As A Service (SAAS) providers where she developed and honed her own POWER skills. As a coach and trainer she has worked with some of Australia's leading organisations to develop their office professionals.

Through her training, coaching and mentoring, Liz metaphorically applies the oil so that these little hinges can actually swing big doors, delivering the outputs and outcomes their manager and team require. Liz has identified the POWER Skills that propel your staff to be linchpins and through individual and stakeholder engagement is able to make an assessment of where to start developing the competency and capacity of your office professionals.

Liz believes that all staff have the opportunity to lead from where they are and that empowering them through skills development to do this more effectively can have a profound impact on an organisation. Your office professionals are the people in your organisation that need to be effective, not just efficient. Developing their POWER Skills is how to achieve this outcome.

Office professionals that are linchpins or are perceived as indispensable are just as deserving of professional development in this area as other middle and senior managers in an organisation. Liz considers it a privilege to fill this gap.



**Liz Van Vliet**  
Founder & CEO  
My EA Career

# Executive Assistant Development Intensive

8 - 9 February

Online Delivery

# Booking Form

Event Reference: EADI0222A - 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 Register and pay by 16 September	Value Plus Rate Register and pay by 29 September	Super Saver Rate Register and pay by 14 October	Early Bird Rate Register and pay by 28 October	Standard Rate
Qty Workshop	\$1695 + GST = (\$1864.50)	\$1895 + GST = (\$2084.50)	\$1995 + GST = (\$2194.50)	\$2195 + GST = (\$2414.50)	\$2395 + GST = (\$2634.50)
Discounted off standard rates :	<b>Save up to \$700</b>	<b>Save up to \$500</b>	<b>Save up to \$400</b>	<b>Save up to \$200</b>	All Prices listed in Australian Dollars

Group Discounts Available:

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15% off Standard Rate  
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20% off Standard Rate  
Team of 8 - 9

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**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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Account No: 407 273  
SWIFT Code: WPACAU2S

Amount

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## Authority

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

Name Position Phone

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

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