

8 ESSENTIAL SKILLS FOR HIGH PERFORMANCE IN EXECUTIVE SUPPORT & ADMIN

Innovation & Excellence for Executive Support



7 - 8
JUNE 2022

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

BOOK
BEFORE
11 MARCH,
SAVE
\$500



VIRTUAL EVENT

Attend from anywhere!

START YOUR LEADERSHIP JOURNEY!

Call +61 2 8239 9711 Priority Code - I



LIQUIDLEARNING
bebetter

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.

Group Discounts Available!



**25% off
Standard Rate**
Team of 10+



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



**15% off
Standard Rate**
Team of 5 - 7



**10% off
Standard Rate**
Team of 3 - 4

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

WHAT OUR DELEGATES ARE SAYING



“Liz was incredible! Very thorough in the content delivered and ensured we were all on the same page.”



“The course was very informative, a lot of valuable information was shared, Liz was very approachable and friendly.”



Took away some really great tips.”



YOUR FACILITATOR

Liz Van Vliet is a certified Executive Coach and qualified Corporate Trainer. With 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. Liz 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. As a coach and trainer she has worked with some of Australia's leading organisations to develop their office professionals.



Liz Van Vliet
Founder & CEO
My EA Career

