

8 ESSENTIAL SKILLS FOR HIGH PERFORMANCE IN EXECUTIVE SUPPORT & ADMIN

INNOVATION & EXCELLENCE FOR EXECUTIVE SUPPORT



7 - 8
DECEMBER

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

BOOK
BEFORE
14 OCTOBER,
SAVE
\$300



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.

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

7 - 8 December 2021

Online Delivery

Booking Form

Event Reference: EADI1221A - 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)

Value Plus Rate

Super Saver Rate

Early Bird Rate

Standard Rate

Qty

Register and pay by
14 October

Register and pay by
28 October

Register and pay by
10 November

Workshop

\$2195 + GST = (\$2414.50)

\$2295 + GST = (\$2524.50)

\$2395 + GST = (\$2634.50)

\$2495 + GST = (\$2744.50)

Discounted off standard rates :

Save 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 - 9

25% off Standard Rate
Team of 10+

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.



Payment Details

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

Cheque (payable to Liquid Learning Group Pty Ltd)

Note: 2% surcharge applies to American Express payments

Electronic Funds Transfer

Card Number / Expiry /

Please invoice me:

CVV Full Name as on card

Purchase Order No. #

Cardholder's Contact Number

Signature

X

Electronic Funds Transfer (EFT)

Please transfer funds directly to:
Westpac Account Name: Liquid Learning Group Pty Ltd
BSB: 032 002
Account No: 407 273
SWIFT Code: WPACAU2S

Amount

Please quote ref EADI1221A - O and registrant name



Authority

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

Name Position Phone

Email Signature Date

X

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. By confirming your registration you commit to pay the registration investment in full. 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 the 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. If your invoice is yet to be paid and you wish to cancel, payment must be processed and a credit note will be issued following receipt. 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, i.e. a different person attending each day of the event, can be arranged. A fee will apply. Please call us for details.

Liquid Learning Group Pty Ltd takes all care to produce high quality events that deliver as promised. All advertised details are correct at time of publishing. However, when circumstances beyond our control prevail, we reserve the right to change program content, facilitators or venues. We also reserve the right to cancel, reschedule or alter event delivery from physical to virtual if circumstances arise whereby performance of the event is no longer feasible or legal. Liquid Learning Group Pty Ltd will not be responsible for any loss or damage arising from any changes to, cancellation, or rescheduling of an event. If an event is cancelled or rescheduled, Liquid Learning Group Pty Ltd will make every effort to contact every registered delegate. If an event is cancelled or you are unable to attend the rescheduled event you will be issued with a credit note valid for use towards any future Liquid Learning Group Pty Ltd event held in the twelve months following date of issuance.

Disclaimer Liquid Learning Group Pty Ltd has taken due care in selecting qualified professionals as its authors and course facilitators. The information provided by course facilitators is not produced by Liquid Learning Group Pty Ltd and should not be regarded as advice. Liquid Learning Group Pty Ltd

accepts no responsibility for reliance on such information and recommends that its clients seek further professional advice.

Privacy Statement Liquid Learning Group Pty Ltd is committed to your privacy. All information collected on this registration will be held in the strictest of confidence and in accordance with the Privacy Act 1988. Liquid Learning Group Pty Ltd will add your information to a secure database. This will be used primarily to contact you for ongoing research, product development and notice of future events and services offered by Liquid Learning Group Pty Ltd. Occasionally you may receive information from organisations associated with Liquid Learning Group Pty Ltd. If you do not wish to receive such information please advise a Liquid Learning representative.

To update or have your details deleted please advise our Database team at Liquid Learning Group Pty Ltd, Level 9, 80 Clarence Street, Sydney NSW 2000, PH: +61 2 8239 9700, email: database@liquidlearning.com.au © © 2021 Liquid Learning Group Pty Ltd ACN 108 415 354