

## ***The New Executive Assistant***

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

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>

If you do not wish to receive this information please place remove in the subject line of a return email.

## Enrolment Form – The New EA

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to courses@acorntraining.com.au

**Venue:** Acorn Training Centre, 74 Townshend St, Phillip, ACT

**Workshop dates:**

**Time:** 9.00 a.m. to 4.45 p.m.

Person 1	_____	e-mail	_____	date	_____
Person 2	_____	e-mail	_____	date	_____
Person 3	_____	e-mail	_____	date	_____
Person 4	_____	e-mail	_____	date	_____
Person 5	_____	e-mail	_____	date	_____
Person 6	_____	e-mail	_____	date	_____

Organisation \_\_\_\_\_ Branch/Division \_\_\_\_\_  
 Address \_\_\_\_\_  
 \_\_\_\_\_

Phone No \_\_\_\_\_ Fax No \_\_\_\_\_

### **Payment Details**

Total price \$545x \_\_\_\_\_ attendees = \$ \_\_\_\_\_ \$495 early bird price (early bird applies up to three weeks before the date of the workshop).

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

Name \_\_\_\_\_ Card No \_\_\_\_\_  
Expiry date \_\_\_\_\_

#### **2. Invoice**

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

Address invoice to: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Terms: Payment is due on or before the day of the workshop. Cancellation is accepted more than 7 days prior to the workshop date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day may incur an administrative fee. We suggest you send a substitute if you can't come at the last minute.