

# EXECUTIVE ASSISTANT INTENSIVE

INNOVATION & EXCELLENCE  
FOR EXECUTIVE SUPPORT



24 & 25  
JULY 2019  
CLIFTONS CANBERRA

## EXPLORE

- ▶ Proactive self-management for executive support excellence
- ▶ Develop & maintain resilience in a high pressure, high volume environment
- ▶ Manage expectations and manage up
- ▶ Influence with integrity (power without power)
- ▶ Get across the issues, work across the business
- ▶ Positive communication & Emotional Intelligence (EQ)
- ▶ Effectively engage with different (& sometimes difficult) personalities
- ▶ Balance your workload & active career planning

## EXPERT FACILITATOR



**Ursula Kohler**  
Founder and Director  
Capital EA

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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.

## WHO WILL ATTEND?

Professionals providing executive support and 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

Ursula is challenge driven, and thrives in busy environments. With over 25 years' experience as an EA/PA, Ursula has worked with and supported some of Australia's most recognised and rewarded individuals. Ursula has provided crucial support to politicians, boards and government department heads during intense periods of political change, earning a reputation for resilience and as an EA that can "handle the heat". She has an exceptional capacity for organisation, multi-tasking, and prioritising, and is passionate about providing the highest levels of customer service.

Ursula understands just how vital an effective EA can be for their manager and their organisation. She is passionate about encouraging other EAs to understand their full potential, discover their true north and the organisation in which they work. Ursula nurtures all relationships in and outside business cultivating a diverse network. She sees every opportunity as positive and entices a "can do" attitude.



**Ursula Kohler**  
Founder and Director  
Capital EA

## 24 JULY 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

### Manage expectations and manage 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

### Influence with integrity (power without power)

- ▶ Develop the ability to build rapport and maintain relationships
- ▶ Find your own communication style to maximise your influence on key decisions
- ▶ Remain authentic when faced with making a difficult decision
- ▶ Foster relationships of trust

## 25 JULY DAY TWO

### Get across the issues, work 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

### Balance 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

**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) Qty	Value Plus Rate Register and pay by 2 May	Super Saver Rate Register and pay by 31 May	Early Bird Rate Register and pay by 27 June	Standard Rate
Workshop	\$2295 + GST = (\$2524.50)	\$2595 + GST = (\$2854.50)	\$2795 + GST = (\$3074.50)	\$2995 + GST = (\$3294.50)
Discounted off standard rates : <b>Save up to \$700</b>		<b>Save up to \$400</b>	<b>Save up to \$200</b>	All Prices listed in Australian Dollars

<b>Group Discounts Available:</b>	<b>10% off Standard Rate</b> Team of 3 - 4	<b>15% off Standard Rate</b> Team of 5 - 7	<b>17% off Standard Rate</b> Team of 8+
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<b>TOTAL incl GST</b>	
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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, refreshments & lunches are included. Travel and accommodation are NOT included. Registration Options are per person only.

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