

# EXECUTIVE ASSISTANT DEVELOPMENT INTENSIVE

**INNOVATION & EXCELLENCE  
FOR EXECUTIVE SUPPORT**



**CLIFTONS MELBOURNE**

2 - 3 DECEMBER 2019

**MARRIOTT BRISBANE**

4 - 5 DECEMBER 2019

## EXPLORE

- ▶ Proactive self-management for executive support excellence
- ▶ Develop & maintain resilience in a high pressure, high volume environment
- ▶ Manage expectations & 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

### MELBOURNE



**Ursula Kohler**  
Founder & Director  
Capital EA

### BRISBANE



**Liz Van Vliet**  
Certified Coach, Consultant,  
Trainer & Podcast Host  
Being Indispensable

**START YOUR  
LEADERSHIP JOURNEY!**

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Priority Code - I

**EVENT PARTNER**



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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 FACILITATORS

### MELBOURNE

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 Kohler**  
Founder & Director  
Capital EA

### BRISBANE

Liz is a certified Coach, Consultant, Trainer, Speaker and Podcast Host. Her business 'Being Indispensable' aims to create content that interest you, content that inspire you and contents that helps you not only survive but thrive as an executive assistant, personal assistant or whatever sort of assistant you describe yourself as. Liz generates "aha" moments. Inspiring, encouraging, motivating and empowering, Liz will educate, inform and help you to develop the skills to reach your full potential.



**Liz Van Vliet**  
Certified Coach, Consultant,  
Trainer & Podcast Host  
Being Indispensable

## 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-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

## 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 create an active career plan

- ▶ 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

# Executive Assistant Development Intensive

2 - 3 December 2019 Cliftons Melbourne

4 - 5 December 2019 Marriott Brisbane

# Booking Form

Event Reference: EADI1219A

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)

Qty

Value Plus Rate

Register and pay by 18 September

Super Saver Rate

Register and pay by 11 October

Early Bird Rate

Register and pay by 7 November

Standard Rate

Workshop \$1795 + GST = (\$1974.50) \$2195 + GST = (\$2414.50) \$2495 + GST = (\$2744.50) \$2995 + GST = (\$3294.50)

Discounted off standard rates :

Save up to \$1200

Save up to \$800

Save up to \$500

All Prices listed in Australian Dollars

Group Discounts Available:

15% off Standard Rate  
Team of 3 - 4

20% off Standard Rate  
Team of 5 - 7

25% off Standard Rate  
Team of 8 - 9

30% 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, refreshments & lunches are included. Travel and accommodation are NOT included. Registration Options are per person only.



## Payment Details

Payment is required prior to attending this event.

Credit Card

Cheque (payable to Liquid Learning Group Pty Ltd)

Electronic Funds Transfer

Please invoice me:

Purchase Order No. #

Credit Card Details - Please charge my credit card for this registration:

Card Type  Visa  MasterCard  American Express

Note: 2% surcharge applies to American Express payments

Card Number             Expiry  /

CVV    Full Name as on card

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: WPAUCAU2S

Amount

Please quote ref EADI1219A and registrant name



## Authority

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

Name Position Phone  
Email Signature Date

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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