THE UNIVERSITY OF
SYDNEY

Experienced Executive Assistant's Course

*Centre for
Continuing Education*

Experienced Executive Assistant's Course

The role of the Executive Assistant (EA) has evolved from mostly an administrative focus of 'hanging coats and taking notes' to one that requires more sophisticated skills, with increased responsibility and decision-making capability.

Today's EA/PAs deal with fast-paced, highly networked, multi-platformed digital business and organisational models. This one-day workshop will provide you, the experienced Executive Assistant (EA), with the opportunity to investigate the latest trends and methodologies in your EA/PA role. You will build on your skills and competencies and maximise your potential.

This course will help you ensure sound business outcomes in complex situations and to successfully navigate change.

This course is for experienced Executive or Personal Assistants with at least five years of experience. It is intended as a follow-on to the Executive Assistant's Course, however you do not need to attend that course in order to enrol in this one.

Course duration
1 session, 8 hours total

Time
9am - 5pm

Format
Face-to-face

Dates
Browse available
course dates

Intended audience

Experienced EAs and PAs with at least five years of experience in either a support role or a mid-to-senior management role.

Prerequisites

We recommend attending the Executive Assistant's Course if you have less than five years of experience as an EA or PA, or checking that your skills match the course learning outcomes.

Upon completion

Every participant receives a University of Sydney certificate of completion.

Aims

This workshop aims to equip you with strategies and methodologies to future proof your role and stand out from the crowd.

Outcomes

By the end of this course, you should be able to:

– discuss factors contributing to the heightened expectations in today's demanding business environment

– review trends impacting the role of today's Executive Assistant and discuss the shift in the 'identity' of this role

– evaluate strategies for building trust and managing expectations

– discuss aspects of diplomacy, negotiation and 'gatekeeping' when faced with negative events

– identify aspects of best-practice communication in the workplace – technology vs. human interaction

– articulate ways to build on your 'professional brand' – personal presentation, professional efficiencies and social media

– evaluate the key aspects of being a Change Manager – training, marketing and communication

– list ways to future-proof your role

– discuss the career pathways for today's EA.

Content

Module 1 – Managing the many responsibilities of the current day Executive Assistant

– Review the trends in the EA work environment such as global connectivity and reliance on digital platforms.

– Address aspects of sustainability in the workplace.

– Manage the heightened perceptions and expectations of the EA role through in-class discussion based on a robust learning framework.

– Align the skill-set of the EA with your manager's skill-set by recognising the priorities of each.

Module 2 – Mastering communication in today's complex business environment

– Discuss the downfalls of current communication practices and address methods to improve business and interpersonal outcomes.

– Review a case study to address the impact of a negative situation or event.

– Identify skills of 'gatekeeping', diplomacy and negotiation.

– Establish a sound business persona through strategies to build on your 'brand' including personal presentation and social media.

Content cont…

Module 3 – Master the dynamics of change

- Identify key changes in the workplace by providing relevant examples for discussion.
- Review the 'Chaos' model to successfully prepare for the consequences of changes EAs encounter.
- List ways to manage stress and avoid 'burn out'.

Module 4 – Strategies to future-proof the role of the Executive Assistant

- Discuss the leadership attributes inherent in the role of the Executive Assistant.
- Review current job descriptions in the EA marketplace and note the attributes advertised.
- Assess personal goals and develop a timeline with milestones to achieve them.

"Great facilitator who clearly has a depth of knowledge of the role of EA and how to present it in an engaging manner. I have never come away from a course feeling so motivated to put in practice the knowledge I have gained."

Bronwyn Killen

Materials

A course workbook is provided electronically.

Organisational training and development

This course can be delivered as a private session for groups, and tailored to meet the needs of your business. Contact us to discuss our range of organisational training solutions.

Learn more

THE UNIVERSITY OF
SYDNEY

We recognise and pay respect to the Elders and communities – past, present, and emerging – of the lands that the University of Sydney's campuses stand on. For thousands of years they have shared and exchanged knowledges across innumerable generations for the benefit of all.

Empower ambition,
inspire leadership

For more information

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