



THE UNIVERSITY OF
SYDNEY

Experienced Executive Assistant's Course: Navigating Change, AI and Building Executive Presence

*Centre for
Continuing Education*



Experienced Executive Assistant's Course: Navigating Change, AI and Building Executive Presence

In today's dynamic business landscape, the role of the Executive Assistant (EA) has evolved into a multifaceted and challenging position. Successful EAs are no longer just support personnel; they are strategic partners, decision-makers, and adept navigators in the fast-paced world of digital business.

In this advanced course, you will learn the role of the modern EA, advanced strategies for communicating with stakeholders, change management, and professional development tools. You will engage in interactive sessions, hands-on exercises, and real-life case studies to gain a deeper understanding of their evolving role and develop strategies to excel in a fast-paced, technology-driven environment.

This course is suitable for experienced Executive Assistants and Personal Assistants with at least five years of experience. It is designed as a follow-on from the [Executive Assistant's Course: Communication, Time Management and Career Development](#), however completion of this course is not required to enrol.

Prerequisites

At least five years of experience as an Executive Assistant or Personal Assistant. If you have less than five years' experience, we recommend attending the [Executive Assistant's Course: Communication, Time Management and Career Development](#), or checking that your skills and experience match the course learning outcomes.



Course duration

1 session, 8 hours total



Time

9am - 5pm



Format

Face-to-face
or
Online in real-time



Dates

Browse available
[course dates](#)

Intended audience

Suitable for Executive Assistants and Personal Assistants from a variety of industries who have at least five years of experience supporting mid-to-senior management professionals.



Upon completion

Every participant receives a University of Sydney statement of completion.



Aims

This course is designed to provide you with advanced skills and strategies for success as an experienced Executive Assistant or Personal Assistant. You will learn the role of the modern EA, review digital tools for productivity, build relationships with stakeholders, navigate difficult conversations, support workplace change, and continually enhance your skills for long-term career success.



Outcomes

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

- Build strategic-level awareness of trends affecting today's Executive Assistant and how these are reshaping the expectations of the role
- navigate sensitive situations and demonstrate judgement through diplomacy, negotiation and gatekeeping while supporting change initiatives
- evaluate and apply best-practice communication approaches that build trust and manage expectations, selecting appropriate human and technology-mediated channels to achieve desired outcomes
- articulate strategies to build a professional personal brand through effective self-presentation, demonstrated workplace value, and intentional use of social media
- future-proof your role by integrating digital tools, addressing the impact of AI and automation, and developing a personalised career growth plan.



Content

Module 1: The role of the Experienced Modern Executive Assistant

- Overview of the role of an experienced EA/PA, differentiating between early-career (first five years) and seasoned professionals
- Analyse trends in the EA work environment such as global connectivity, accessibility, and reliance on digital platforms
- Align the EA's skill set with their manager's, while recognising the priorities of each
- Proactive planning of your day and week, including setting goals, priorities and meeting competing deadlines
- Leveraging technology tools for enhanced productivity.



Content

Module 2: Advanced communication strategies and relationships

- Discuss the challenges 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
- Develop advanced written and verbal communication skills for executive-level correspondence, including diplomacy, negotiation, and 'gatekeeping'
- Identify aspects of best-practice workplace communication, including the use of technology and human interaction
- Navigate difficult conversations, conflicts, and confidential matters within the executive team and business
- Create a Stakeholder Management Map and plan how to build and maintain strong relationships with both internal and external stakeholders
- Identify ways to enhance your executive presence and professional image, and project confidence in high-stakes situations
- Address cross-cultural communication, diversity, and inclusion in the workplace, including understanding and respecting different perspectives
- Develop virtual communication techniques and approaches to managing remote teams

Module 3: Mastering workplace change dynamics

- Explore real-life examples of significant workplace changes such as new software implementation, downsizing or upsizing, or a new business direction, and the role of the EA in managing change
- Use the Bridges transition model to understand the phases of change (including the letting go phase, the neutral transition zone and the energetic period of new beginnings) to mitigate potential disruptions
- Evaluate the key aspects of being a change manager including training, marketing and communication
- Respond to different stages of change in a simulated workplace change scenario

Module 4: Personal and professional development for futureproofing

- Explore strategies for promoting health and well-being for both the EA and the executive
- Integrate artificial intelligence (AI) and automation in the EA role
- Develop a personalised career growth plan and position yourself for advancement
- Build a strong professional network and engage in mentoring relationships, both as a mentee and as a mentor to junior professionals



“Excellent course, very informative, encourages you to think outside the box at a higher level and see where your value can be added.”

Rachael Haynes



“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.

Delivery style

This course is an interactive workshop which includes lectures, group exercises and discussion.

What you need to do before the course

Prior to attending this course, you should:

- generate an example of your daily to-do list
- create a general list of all core responsibilities and tasks you perform for the people / projects you support
- recall one situation where you have had to deal with workplace change (such as a new CEO/leader, change in software, downsizing, upsizing, a new business direction).
- Please bring your device to class to access the course learning materials.



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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