



THE UNIVERSITY OF
SYDNEY

Experienced Executive Assistant's Course

*Centre for
Continuing Education*



Experienced Executive Assistant's Course

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 experienced-level course, you will learn the role of the modern EA, advanced communication strategies with stakeholders, change management, and professional development tools. Participants 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 or Personal Assistants with at least 5 years of experience. It is intended as a follow-on from the [Executive Assistant's Course](#), however you do not need to attend that course in order to enrol in this one.

Prerequisites

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)

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.



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

Experienced Executive Assistants and Personal Assistants with at least 5 years of experience in a support role to a mid-to-senior management role. This course is suitable for professionals across various industries.



Upon completion

Every participant receives a University of Sydney statement of completion.



Aims

This workshop is designed to provide you with the advanced skills and strategies for success as an experienced Executive Assistant (EA) or Personal Assistant (PA). You will learn the role of the modern EA, review technology tools for productivity, build relationships with stakeholders, navigate difficult conversations, become a change agent, and continually enhance your skills for long-term career success.



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, 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
- demonstrate expertise in change management
- future-proof your role by integrating technology 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 5 years) and seasoned professionals
- Analyse trends in the EA work environment such as global connectivity, accessibility, and reliance on digital platforms
- Align the skill set of the EA with their manager's skill set, and recognise the priorities of each
- Proactive planning of your day and week, including setting goals, priorities and competing deadlines
- Leveraging technology tools for enhanced productivity



Content

Module 2: Advanced communication strategies and relationships

- 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.
- Master advanced written and verbal communication skills for executive-level correspondence. Understand diplomacy, negotiation, and ‘gatekeeping’
- Identify aspects of best-practice communication in the workplace – technology vs. 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 key stakeholders both internal and external.
- Articulate 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 for understanding and respecting different perspectives
- Learn virtual communication techniques and managing remote teams

Module 3: Mastering workplace change dynamics

- Explore real-life examples of significant workplace changes such as software, downsizing/upsizing, or a new business direction, and the role of the EA in managing change
- Use the ‘Chaos’ model to understand the stages of change (including the pre-change state, the transitional period, and the post-change state) to mitigate potential disruptions
- Evaluate the key aspects of being a Change Manager – training, marketing and communication
- Experience and respond to different stages of change in a simulated workplace change scenario

Module 4: Personal and professional development for futureproofing

- 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 relationship, 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.



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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