

## ESSENTIALS FOR EAs & PAs INTRODUCTION

Take the next step beyond basic administration, towards becoming a professional and effective EA or PA. This workshop will work through skills and knowledge which will give you the tools to succeed in the role.

### Content

- Identify key tasks, responsibilities and attributes of an effective PA & EA.
- Time management skills.
- Planning and preparation.
- Develop and apply techniques to assist with efficiency, planning and prioritisation for yourself and others in your team (e.g. diary management and communication).
- Learning to develop and maintain solid networks and relationships in the workplace and with stakeholders internally and externally.
- Understanding the client interface (PR) and customer service.
- Understanding the importance of keeping up high levels of personal knowledge in order to better anticipate Executive needs.
- Technology in the workplace.
- Basic administration standards to ensure are in place.
- Using initiative – when, where and how.

### Outcomes

- Build on your existing basic administration skills and knowledge to take the next step to becoming an effective and professional EA/PA.
- Benchmark some of your current processes against best practice and what others in your network are doing.

### Who Should Attend

This workshop is suitable for new and aspiring EA/PA's in the public sector and those looking to further develop their administration and professional executive support skills.

### Benefits to You and Your Organisation

A more confident, skilled EA or PA who can provide a superior level of support and service to all stakeholders and customers alike.

### Competency Framework

Entry Level Common/Core  
(ASO1-ASO2)

### Facilitator

Maree Upton

### Contact

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08 8212 7555

### Duration

1 full day  
9:00am-4:30pm  
8:45am registration

### Dates & Bookings

[Please refer here](#)

### Location

Level 6, 12 Pirie Street  
Adelaide SA 5000

### Inclusions

Workbook, morning tea, lunch and refreshments

### Costs

Professional Members \$460  
State Gov Members \$495  
Corporate Members \$505  
Non-Member \$575