

Essentials for EAs and PAs Introduction

Overview

This course is about taking the next steps beyond basic administration support to being a professional and effective EA or PA. It provides definition and real meaning to the role of an EA or PA including skills, responsibilities, and standards. It will also provide insight into the diversity of the role and the attributes that make an EA/PA successful. The day will also cover some of the challenges that can sometimes be faced and provide opportunity for discussion, problem solving, and the development of strategies that can support you in the role.

Competency Framework:

Entry Level Core
(ASO1 – ASO2)

Facilitator:

Maree Upton

Duration:

1 full day
9:00am – 4:30pm
(8:45am registration)

Dates:

Please refer [here](#).

Location:

Level 6, 12 Pirie Street
Adelaide SA 5000

Inclusions:

Comprehensive
workbook, morning tea,
afternoon tea and
refreshments.

Cost:

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

Contact:

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Content

Topics to be covered include:

- 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

By the end of this course you will be able to:

- 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. This is a practical 1-day workshop that can help define and build on your current administration skills and experiences to further develop you in your role.

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.

Testimonial:

"I liked the interaction-play roles. I found it also interesting hearing and discussing other PA's frustrations/problems and finding solutions for different situations." – 30 May 2017