



ESSENTIALS FOR EAs AND 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/PAs 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

Register

www.sa.ipaa.org.au
enquiries@sa.ipaa.org.au
08 8212 7555

Duration

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

Dates & Bookings

See [IPAA SA website](#)

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

Register in both the
introduction and advanced
program and receive a 10%
discount.