



EAN 3 DAY PERSONAL DEVELOPMENT RESIDENTIAL RETREAT

(RRPD-EANTA-2013)

FOR COURSE INFORMATION AND REGISTRATION VISIT
www.execassist.com.au

OUR VISION

Personal development for EAs and PAs encompasses various fields covering a wide scope of soft skills ranging from human development to management skills. The fulfilment of the high aspirations of individuals is a key factor in their success as human beings and a necessary premise for their accomplishment as workers.

Such a goal, which amounts to a life-long search, cannot be reached through a classical 1-day class. Consequently, we decided to create a 3-day program which allows both students and trainer to take the time to fully explore the subject, allowing substantial principles and crucial skills to be discussed, examined and understood.

Via developing self-awareness and self-knowledge, EAs and PAs will be given the opportunity to reach the next level of self-development, allowing them to have the emotional intelligence necessary to run their executive's office. These skills are supplemented by the investigation of self-leadership and self-management skills, so as to allow EAs and PAs to be fully efficient in the management of their own personal sphere, the work sphere and the articulation between the two. This aspect is realised in our program by the study of advanced inter-personal skills to cement the ability of EAs and PAs to develop sound and effective relationships with all in the office.

This blend of personal development and soft skills has proven to be the most efficient training program for EAs and PAs ever developed by EAN. Our past students have all emphasized how much of a life changing experience their participation in the EA and PA Personal Development Retreat was, allowing them to fully develop vital skills for their success in their job.

BENEFITS

For all EAs and PAs, the benefits of the Personal Development Program are numerous:

- Improvement of self-awareness and self-knowledge
- Elaboration of life goals and aspirations
- Development of skills, potential and talent
- Reinforcement of autonomy and identity
- Enhancement of social abilities and skills
- Improvement of your communication skills
- Mastery of self and time
- Expertise in dealing with social perception
- Enhancement of inter-personal skills



INVESTMENT

The cost of the program for 3 days includes:

- Workshops Materials
- Accommodation (2 nights)
- All catering:
 - breakfasts (3)
 - morning and afternoon teas (6)
 - lunches (3)
 - dinners (2)

\$3,000 plus GST for EAN members

\$3,500 plus GST for non members

Design your own Payment Plan to suit your budget.

In-house EA teams also available at your preferred local venue.

Book online at www.execassist.com.au

or contact Marie-Charlotte Rouzier, Manager Training and Education EAN Training Academy

Phone: 02 8402 5000 Email: training@execassist.com.au

TESTIMONIALS

"I had an awesome and life changing weekend on different levels! Met lovely women, all so different and strong, bright, intelligent and so inspiring..."

Christine, United Nations

"Just wanted to share some news with you – off the back of rethinking my personal brand and getting a rocket up my proverbial in terms of self-leadership, I have put my hand up for and been accepted into a small, hand-picked project team which will implement a 3 year restructure across the entire business. I will work across project management, change management and internal comms – a fantastic opportunity!! Anyway, I really did want to say thanks for reigniting something within me to enable this next stage of the journey."

Nicole, Sydney

"The EAN Residential Retreat is an experience I will remember. No matter what stage of your journey you are on, you will gain insights from your peers and be challenged by your facilitator. I came away from the weekend feeling rejuvenated and inspired to continue my amazing career as an Executive Assistant. The depth of the tool kit you take away is as much as you desire."

Alison, Sydney

"You have inspired me beyond the stars to believe in myself and to value my self-worth! Words are not enough to thank you for your time, energy and influence you poured into my life."

Mandy, Brisbane



PROGRAM AT A GLANCE

	DAY 1	DAY 2	DAY 3
7.00am – 8.30am BREAKFAST			
Session 1 9.00am - 10.30am	Self-leadership and self-management Masterclass	Advanced Interpersonal and Communication Skills for EAs and PAs	Advanced Time Management
10.30am – 11.00am MORNING TEA			
Session 2 11.00am – 12.30pm	Emotional Intelligence at Work	Advanced Interpersonal and Communication Skills for EAs and PAs (Continued)	EA Image Management: Personal Branding
12.30pm-1.30pm LUNCH			
Session 3 1.30pm-2.30pm	Influencing Skills for EAs and PAs	Business Writing Excellence for EAs and PAs incorporating the Art of Minute Writing	Personal Development Planning
2.30pm – 3.00pm AFTERNOON TEA			
Session 4 3.00pm-4.00pm	Influencing Skills for EAs and PAs (continued)	Business Writing Excellence for EAs and PAs incorporating the Art of Minute Writing (Continued)	Wrap-up and Farewell
Session 5 4.00pm – 5.00pm	Personal Development Planning	Personal Development Planning	
5.00pm-7.00pm PRIVATE TIME			
7.00pm – 9.00pm DINNER			



DETAILED PROGRAM

SELF-LEADERSHIP AND SELF-MANAGEMENT MASTERCLASS

Outline

This program helps EAs and PAs improve their effective thinking skills, natural leadership and management ability and develop awareness of self and others to improve interactions with everyone around them.

Objectives

This program will take EAs and PAs to their next level of personal development by encouraging them to be 'other focused', develop a sense of self accountability and give them tools to enhance their quality of life.

Content

- Beliefs and Performance
- Operating Beliefs (Conditioning)
- Locus of Control
- Self-Image and Comfort Zones
- Vision and Current Reality
- New Beliefs and New Performance
- Alternatives to Fear Based Motivation
- Optional thinking vs Ineffective thinking

EMOTIONAL INTELLIGENCE AT WORK

Outline

Emotional Intelligence (EI) is the 'street smarts' in you reflecting your ability to deal successfully with other people, your feelings, and your everyday work and social environment. By improving your EI you will be better able to positively influence both your overall performance and well-being, and get incredible results from your work and life.

Objectives

This program will provide you with invaluable insights and strategies that will enable you to improve the way you interact with all.

Content

- Understand Emotional Intelligence
- Enhance your Emotional Intelligence capabilities
- Become a better coach
- Improve business relationships
- Recognise other people's emotions faster
- Respond appropriately
- Identify your own strengths & weaknesses



INFLUENCING SKILLS FOR EAs AND PAs

Outline

EAs are involved in overseeing many projects for their executives and are being judged on the outcomes they can affect on special projects or tasks within their departments. EAs must be able to persuade others to their way of thinking or to get buy-in for their vision if they are to achieve the results they desire. This ability requires developing and mastering influencing skills.

Objectives

This program will teach EAs and PAS the rules of persuasive and influential communication, the skills to deal with difficult people and situations while remaining honest in all situations.

Content

- Build an influencer's mind
- Communicate like an influencer
- Interact efficiently to influence
- Leadership skills essential in influencing

ADVANCED INTERPERSONAL AND COMMUNICATION SKILLS FOR EAs AND PAs

Outline

EAs and PAs are the conduit that ensures the manifestation of the desires, dreams and expressed objectives of their executives, which means that they must not only be adept at reading and fully understanding the overt or at times subtle or even subconscious messages from their boss but they then must be able to effectively communicate these to all stakeholders, including junior colleagues, other executives, clients and even suppliers.

Objectives

With this program, you will use a variety of tools and techniques to develop an understanding of group dynamics and improve your communication skills. To say that the ability to communicate effectively is the single most important skill for those in a senior business support role may not be too great an exaggeration.

Content

- The different types of communication
- Assertiveness and rapport
- Interpersonal communication
- Information gathering
- Tackle the hurdles



BUSINESS WRITING EXCELLENCE FOR EAs AND PAs INCORPORATING THE ART OF MINUTE WRITING

Outline

The ability to write clearly and effectively is often seen as having diminishing importance in today's fast paced, and often abbreviated, world where texting and emailing is the norm. However, the requirements in terms of written communication have never been higher as far as EAs and PAs are concerned and their quality and attention to details is often judged on the quality of their communication, in particular when representing the office of their executive.

Objectives

This program is designed to help EAs and PAs tackle in an efficient manner any business written communication, and become efficient minute takers, able to prepare and take fast effective notes at meetings.

Content

- Introduction to Business Writing Excellence
- Understand and apply Grammatical Guidelines
- Construct your Message
- Convey your Message Clearly
- Developing your Style of Business Writing
- Understand the methodology of minute-writing in 4 steps

ADVANCED TIME MANAGEMENT

Outline

Managing time and its allocation, juggling competing priorities and ensuring executives are always where they should be are essential skills for all EAs and PAs.

Objectives

This interactive workshop provides practical tools and techniques to increase your productivity and reduce stress.

Content

- Basics of planning
- Methodology of time management
- Attitudes and methods in the context of planning
- Acknowledging and tackling time wasters
- Stress management in the current era
- Technical skills and time management



EA IMAGE MANAGEMENT: PERSONAL BRANDING

Outline

This session is about helping EAs and PAs to stand out and shine, through developing and then promoting their own unique personal brand. From aligning personal values and brand to focusing on their attitude and appearance, EAs and PAs must think about how they position themselves and the perception they want others to have.

Objectives

This program will lead EAs and PAs to conduct a personal audit, craft a personal brand statement in alignment with their values, explore their skills set and design their vision of the future.

Content

- Personal and professional values alignment
- Personal branding statement
- Business is personal - creating a positive perception
- Attitude & appearance
- Personal brand visibility
- The business of personal public relations

PERSONAL DEVELOPMENT PLANNING

Personal Development Planning sessions give the opportunity to students to implement in practical real-life examples the content learnt throughout the day. Active learning relies on the understanding of a process or piece of information but illustration is the key to mastering and internalising in depth knowledge.

EAN TRAINING ACADEMY – ADDITIONAL SERVICES

EAN Training Academy is committed to ensuring that we meet the educational and training demands of all EAs, PAs, their organisations and executives. To this end we can arrange group training or one on one coaching for any organisation or person requesting these services.

Backed up by unrivalled knowledge about the changing business environment and the changing needs of senior management teams, we believe our Training Academy offers the only holistic training solution for the most senior office professionals in Australia.

Book online at www.execassist.com.au
or contact Marie-Charlotte Rouzier,
Manager Training and Education
EAN Training Academy
Phone: 02 8402 5000
Email: training@execassist.com.au

