



# Executive Assistant Network

*SPECIALIST ROLE RELATED TRAINING  
& EDUCATION FOR EAs AND PAs*



## EXECUTIVE ASSISTANT ACADEMY

# Advanced Diploma in Executive Office Management™

(Adv Dip EOM™)



## ABOUT EAN QUALIFICATIONS

Executive Assistant Network qualifications are designed to address specific individual and business needs and to provide specialist role related skills, knowledge and understanding rather than broader more generalist business or management training.

Executive Assistant Network is the de-facto representative 'Peak Body' and voice for EAs and PAs in the region, with our Academy being the only truly national organisation focused purely on delivering education and training for EAs and PAs.

Derived from over 15 years of research and development, we are focused on the ongoing development of the EA role as required by business. Our unique intellectual property, comprised of distinct theories, models, guides and the EA / Executive Productivity Alliance, ensure that our practical training and education delivers what students and Executives require.

The role of modern assistants has evolved significantly over the past few decades. EAs and PAs are no longer just clerical, administrative or business support staff. They have their own unique role within business which has unique skill and knowledge requirements. Yet despite this, the extent of these requirements has often not been fully understood within business or government.

Our qualifications are designed to help redress this.

## RECOGNISED QUALIFICATIONS

Representing over 7,500 EAs and PAs nationally, Executive Assistant Network through Executive Assistant Academy, is uniquely placed to offer qualifications that are targeted to EAs role within the modern Executive office. Our qualifications are known for their intellectual and academic rigour, as well as their practical relevance.

Several hundred students have already either completed an Executive Assistant Academy qualification or are presently still studying. Our goal is to ensure that our pathway qualifications are not merely just industry recognised, but are the industry standard.



## Specialist role related education, training and development for EA's and PA's

*“We recognise the role of EAs and PAs as constituting a career in its own right, unique and distinctly different to other business administration, clerical or support roles”*

Executive Assistants and Personal Assistants comprise a significant part of the workplace, yet prior to Executive Assistant Academy, no formal qualifications existed that were designed to address the specific needs of EAs and PAs at different stages in their careers.

Our integrated qualifications have been devised specifically to address the needs of the professional Executive Assistant. They have been developed after many years of extensive research and industry consultation reflecting the changing role of the modern EA. Executive Assistant Academy has worked with Executives and their broader organisations in relation to technical skills, business industry knowledge, acumen and personal development

### OUR DIPLOMA QUALIFICATION STREAMS INCLUDE:

- **Diploma in Executive Office Management™ (Dip EOM™)** – A practical qualification for those wishing to master the fundamentals of being an EA and managing the office of their executive.
- **Advanced Diploma in Executive Office Management™ (Adv Dip EOM™)** – Combining business and management theory and practice with unique role related models and guides, for those EAs wishing to master the more subtle aspects of the role that deliver the greatest benefits in an EA and Executive alliance.

*Within both these qualifications resides the premise that EAs and PAs at all stages in their careers are tasked with one objective; facilitating the management of their executive's office in a way that enables the executive to be as productive and effective as possible, ultimately increasing the productivity of both parties by working together synergistically.*



# Advanced Diploma in Executive Office Management™ (Adv Dip EOM™)

## QUALIFICATION OUTLINE

This program covers all the skills and knowledge required of EAs or PAs wanting to become true business partners with their executive. The broad feature of the program is to focus on effectively managing the executive office, delivering significant productivity and efficiency benefits to the entire organisation. Addressing some very specific managerial skills, business acumen, and more challenging technical skills, this course will teach you to become a fully proficient, independent and pro-active Executive Office Manager. The benefits for your career are countless as the course will enable you to access the most senior and sought-after EA and PA roles and the opportunity to work alongside and learn from the most Senior Executives in business.

## WHO SHOULD ATTEND

This qualification has been designed for more experienced, senior EAs and PAs, wanting to master the more complex aspects of working with C-suite Executives and taking a pro-active lead in managing their offices and objectives.

## QUALIFICATION OBJECTIVES

The objectives of this qualification include introducing students to more complex and technical business management and leadership theories. Helping students develop a more advanced business acumen, industry knowledge and understanding.

Ultimately, the goal is to help EAs learn how to analyse and respond to any business challenge or opportunity. We will provide frameworks and strategies as they relate to their executive's short, medium and long term strategies and objectives. In achieving this, we will help EAs to become true partners in business with their Executives.

## WHAT YOU GET:

- Comprehensive Study Materials and Online Support Resources
- Executive & Executive Assistant Alignment Survey
- Complimentary access to our Annual Conference (valued at over \$2,000). (Subject to time of booking)
- Support throughout the program
- Advanced Diploma in Executive Office Management™ (industry recognised)
- Listing on our EAN Alumni web page
- The right to use Adv Dip EOM™ designation



## DIPLOMA STRUCTURE

The EAN Advanced Diploma in Executive Office Management™ is delivered over a minimum of 12-months and includes 2 one-day classroom-based sessions.

Throughout the course, students will be required to submit a number of practical work-related assessments and larger projects. Based on a hybrid self-paced learning and delivery approach, students will have the opportunity to complete and submit all assessments and projects in their own time. The work is not onerous, but it does require a committed approach from students to successfully complete the course. All assessments and projects relate directly to content covered in the training modules, but with practical application to the role of the EAs as it relates to their executive and management of their priorities on a day-to-day basis.

## MODULE ASSESSMENTS

Students will be required to complete 6 modules with associated assessments. It is anticipated that each assessment should take no more than a couple of hours to research and complete.

## PROJECTS

Students will have to complete three larger projects to be chosen from a range of options relating to topics covered and these will be provided at the start of the Diploma. It is anticipated that each project should take no more than 20 – 30 hours to research and complete.

Assessments and projects are a vital part of the practical application approach to the EAA qualifications, designed to ensure that students not only learn new theories and concepts, but that they also develop practical application skills. Where possible, assessments and projects will relate directly to the role of the EA, of their Executive or of policies and procedures within their organisation.

*Note: It is a pre-requisite to be working as an EA or PA in order to complete this course and assessments.*



## Modules and Workbook Program

### 1 | BUILDING & STRENGTHENING THE EA & EXECUTIVE ALLIANCE

*In this module you will:*

- Examine the potential of the Executive and EA alliance and how to achieve that potential.
- Explore principles and techniques for stakeholder management.
- Develop advanced communication skills and build resilience to negotiate on behalf of yourself and your executive, navigate office politics, and deal with difficult people.
- Manage stress.

### 2 | NATURAL LEADERS

*In this module you will:*

- Examine leadership and management theories and determine how individuals react to different leadership styles.
- Develop skills in performance management.
- Examine the benefits of being involved in a mentoring relationship and learn how to establish, develop and monitor the relationship.

### 3 | THE LANGUAGE OF THE EXECUTIVE

*In this module you will:*

- Become confident in the language of the executive and achieve competence in discussing issues around business, strategic and financial planning and reporting.
- You will also explore some tips to assist you when presenting information around these topics to your executives, colleagues and stakeholders.

### 4 | GOVERNANCE, RISK, COMPLIANCE

*In this module you will:*

- Learn how to implement and maintain a risk management approach.
- Gain an understanding of the governance and compliance requirements of organisations.

### 5 | FUTURE FOCUSED

*In this module you will:*

- Learn skills to champion change in your organisation and lead colleagues to embrace the inevitability of change.
- Learn skills to apply and role model a continuous improvement approach in your organisation.

### 6 | PERSONAL EXCELLENCE

*In this module you will:*

- Examine emotional intelligence and strengthen your capacity to recognise your own, and other people's emotions.
- Learn to use your emotional intelligence to guide the way you think and behave and to manage emotions so you can easily adapt to different environments and achieve your goals.
- Strengthen your communication and interpersonal skills to create positive outcomes from interactions.
- You will identify areas for development and build on existing interpersonal strengths to ensure you continue to develop as an effective communicator
- Identify your own professional strengths and areas for development.
- You will define your vision and set goals as well as develop a Professional Development Plan to ensure that you achieve them.

*"Note: EAN may change the order of sessions and will inform students if this occurs"*



## About Executive Assistant Academy

Executive Assistant Network was launched in 2005 to provide a range of support services to connect EAs and PAs globally. EANs regular networking events, conferences, online tools and formal qualifications are all focused on helping EAs become more proficient and productive at managing the modern executive office.

With a vision to support, inspire and advocate for EAs globally, EAN are the leading EA network worldwide.

The Executive Assistant Academy is the division of the Network that oversees education and training. Since inception, over 2,000 EAs and PAs have experienced education or training offered through the Executive Assistant Academy.

In addition to our constant research and development, this regular contact with EAs and PAs around Australia and with those who have attended from overseas, has ensured that we have maintained a position as the foremost experts in regards to the training and education needs of Executive Assistants and Personal Assistants in the Asia Pacific region, if not the world.

If you have any questions or enquiries regarding our qualifications or any of our other education initiatives, including short courses, conferences and customised in-house training initiatives, please do not hesitate to contact us on **+61 (0) 2 8914 3930** or by email to **training@executiveassistant.com**

### **EAA Diploma in Executive Office Management™**

EAN Members \$4,500 plus GST

Associate and Non-Members \$5,250 plus GST

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For full dates and details on how to register please visit:

**<http://www.executiveassistant.com/EANDiplomaQualifications>**

*Please note that all fees are payable in advance.*

