

Culture – The EA as the Transformation Driver

The modern executive office has been evolving over the past couple of decades and a major aspect of that is Corporate Culture. If you want to play buzzword bingo, talk to a consultant about culture! A lot is said on this topic yet there's not a great deal of substance.

Often, corporate culture is implied, never expressly defined, developing organically over time from the cumulative traits of the people the company hires. Culture has been hard to maintain over the last couple years. After all, it's tough to nurture a shared set of beliefs and behaviours when people are distant, and the work is dispersed.

The talent revolution and the number of people leaving their jobs is perhaps the best evidence that organisational cultures are struggling. EAN have identified that Executive Assistants are a key position to building and maintaining a positive and supportive workplace culture.

According to a 2019 Society for Human Resource Management report, toxic workplace cultures have driven 20% of employees out of their jobs in the past 5 years — at a turnover cost greater than \$223 billion.

A positive workplace culture improves teamwork, raises the morale, increases productivity and efficiency, and enhances retention of the workforce. Job satisfaction, collaboration, and work performance are all enhanced. And, most importantly, a positive workplace environment reduces stress in employees.

In this new normal, it is apparent that people are no longer willing to work for organisations that don't align with their values. Today we look at the crucial role that EAs play in amplifying workplace culture and ensuring they are helping build a supportive and satisfying workplace.

1.00 PM WELCOME

1.15 PM THE PRAGMATIC EA GUIDE TO DRIVING CULTURE



Culture can be seen as a shared set of beliefs and an accepted set of behaviours.

For better or worse, it's "the way things get done around here," or "what people do when no one is looking." It's that uncomfortable feeling you get when you feel you don't fit in.

How much influence can an EA have over an organisation's culture?

This session will look at what Culture is and the elements and rituals that imbed it into an organisation. Introduce you to the tools that build employee engagement and get employee buy-in across the organisation. Whether you are looking to influence a small team, or have a greater impact across the whole organisation, understanding culture and how to influence it will be your greatest ally.

- What do we REALLY mean when we talk about culture?
- How to build a culture that's resilient in the face of uncertainty
- Strategies that have impact, both personally and professionally
- Building a workplace with heart and meaning

by Rik Rushton

2.00 PM DEVELOPING YOUR LEADERSHIP SKILLS: CREATING YOUR PERSONAL BRAND POWERHOUSE



Your ability to have an impact in your workplace begins with you. Powerful communication and expression skills are essential when developing your career, building your leadership skills and growing your personal brand. For far too long EAs have been comfortable in the background, allowing their Executives to take the spotlight. However, not being seen will hold you back in your career and stop you from achieving your full potential.

As we enter a new work paradigm, it's time to step outside your comfort zone. In this fun, high-energy, and hands-on session, Jordana shares valuable techniques to help you feel empowered to find your voice, express your ideas with passion, and become a leader within your organisation. Jordana will share techniques and strategies to:

- Build your communication and presentation skills
- Deliver your key messages with clarity and impact
- Use your body language and voice for maximum impact
- Transform fear into positive energy
- Showcase your unique point of difference
- Enhance your power of influence to deliver your key business messages in a memorable way

We'll cover tools to build your Personal Brand both in your workplace, and online, to ensure your expression, messaging and unique voice are consistent in all areas. Now is the time for you to be seen, be heard and to lead with influence.

by Jordana Borenstjan

2.45 PM BUILDING A BETTER CULTURE



This session is all about you and what makes you tick.

Through this interactive and highly engaging session you'll discover how you align with your organisation's culture and what it takes to truly thrive. We'll look at practical ways to ensure you remain effective and passionate in every area of your life. By understanding your own motivations and behaviours you'll understand how to change for the future.

- Moving beyond your comfort zone with ease
- Controlling challenges and maintaining momentum
- The habits and rituals of success
- How to ensure your success is a certainty

by TBC

3.30 PM BREAK

4.00 PM THE CHALLENGES THAT PERSIST - IT'S NOT THE PERSON, IT'S THE CULTURE



If only the workplace was all smooth sailing. The EA role is perfectly positioned to influence the culture of an organisation. Influence is the ability to alter the actions of other people. Positive Influence is the ability to do so for good, rather than for evil.

Using more positive influence in the workplace has significant consequences on the efficiency and happiness of the teams we work with, as well as the contentment of the clients we seek to satisfy and retain.

This session will give you the tools to improving positive influence, trust and a more positive corporate culture.

- The surprising way your level of individual influence is determined (it doesn't quite work the way you think).
- Seven smart and simple strategies to improve your own degree of positive influence
- How positive influence can change the culture of an organisation.
- Contribute towards creating a more positive and trusting work culture.

by Darren Isenberg

4.45 PM HAVING THE CONFIDENCE TO SUCCEED



The EA role is unique one in the organisation. Often overlooked, under-valued and unrecognised, it takes a special kind of person to perform and thrive in the role. Your number one supporter should be yourself, but all too often self-doubt gets in the way.

Believing in yourself is critical when you are faced with the uncertainty and stress of an EA role. Having an attitude of "I've got this", no matter what the circumstances will give you the edge when it comes to performing. This can do, never fail attitude is infectious and will influence those around you to great performance.

Self confidence makes everything easier. From networking to dealing with a difficult colleague, and responding in a crisis. In this session we look at Self Confidence, what it is, how to build it and ensure you retain it.

- The science of self-confidence
- Keeping perspective when under pressure
- Maintaining composure when egos attack
- The daily habits that build a bullet-proof mindset

by Kaley Chu

5.30 PM CLOSE OF SERIES

5.30 PM COCKTAIL FUNCTION

7.30 PM CLOSE OF DAY

"Company Culture is the backbone of any successful organisation"

Gary Vee