



EA & Executive Partnership Model

A ONE-DAY PROGRAM FOR
EXECUTIVES & THEIR EAs

Introduction

The relationship between EA and Executive is one of the most profound and critical in modern businesses. But too often the development of these relationships is left to evolve organically over time, with little defined planning or articulation of purpose or process.

This course is designed to help remove the lottery of chance, and to accelerate the development of a trusted Partnership, enabling EA and Executive to be confident that it has the right foundations and structure to ensure alignment in all critical communication, task, responsibility and reporting areas, and guarantee a more productive and effective working relationship.

Overview

The program is delivered over one day, utilising processes of self-discovery and industry benchmarking to elevate the effectiveness of the EA and the Executive, to optimise the performance of the Executive office and to ensure that the Partnership operates at its highest level. The program is designed to enable Partnerships to be benchmarked against leading industry standards developed over a decade from research with EAs and their Executives by the Executive Assistant Academy, and to enable EAs and their Executives to discover best practices and approaches for their own unique Partnership circumstances.

Underpinning the program are the following key premises:

1. The role of any EA is to facilitate their Executive being their most productive and effective
2. The role has moved from having EAs who are reactive and directed to being proactive and managing
3. A strong and cohesive Partnership between EAs and Executives is essential for EAs to work effectively in managing and directing the affairs of the Executive office
4. The role of the modern EA has, by necessity, moved beyond the task based duties of old, and now requires the ability for them to make decisions, show initiative, unravel complexities and help manage executive focus, energy, priorities and relationships

The program includes the following key elements:

- A framework for helping to establish and then nurture trust within the Partnership
- A visual model for how EAs and their Executives work most effectively together
- A Partnership assessment tool that helps identify issues with alignment plus any gaps in processes, capabilities, knowledge and skills



Benefits of the program

To the Executive & Executive Assistant

- A clear understanding of how trust is built, what can accelerate the growth process for trust in a relationship and what can maintain it
- Greater alignment around strategic vision, purpose, objectives and priorities
- A clear vision, with benchmarks, for how EA and Executive Partnerships can work and function most effectively
- Greater alignment around brand and values
- Shared expectations and understanding around role parameters and boundaries in addition to delivery expectations
- Increased effectiveness in all aspects of managing relationships and delivering against objectives and priorities
- Managing and directing actions, tasks and communications, with emphasis on the EA intercepting increasing amounts of the distractions for the Executive, enabling them to maintain focus on higher level cerebral activities

To the organisation

- Improved company or division productivity
- Better management of Executive focus and energy, leading to improved Executive insight, creativity, vision and leadership
- Improved Executive Team relations and function
- Improved stakeholder management and engagement
- Improved staff morale, job satisfaction and stress management skills



Process

The one-day program is broken down into the following stages. Key to all stages is allowing the EA and Executive to workshop different concepts and ideas and providing them with the opportunity to work together to develop their combined visions and constructs for their Partnership.

This process is a step through model designed to accelerate and develop the growth of the Partnership.

STAGE 1 – Trust Model Workshop

Facilitated workshop focussed on the 4 key pillars of trust from the EAN Trust Model.

1. SHARED INTENT & EXPECTATIONS
2. INTEGRITY
3. CAPABILITY
4. DELIVERY

Trust is the essential component of any relationship. Do not leave this to chance. You need a step-by-step process on how to build trust and then maintain it.

STAGE 2 – Leadership & Capabilities Workshop

A thought shifting workshop aimed at identifying common ground, as well as differences, in perceptions around responsibilities within the partnership, using a detailed list of common Leadership & Management capabilities.

STAGE 3 – A Vision For EA And Executive Relationships Workshop

EAs and Executives work individually to draw a representation of a Partnership Model for their vision of how an EA and Executive Partnership should look and then work collaboratively to draw a combined version. The model focusses on role responsibilities, priorities management and capabilities as opposed to tasks.



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STAGE 4 – Benchmarking EA & Executive Partnerships Identifying Gaps in the EA & Executive Vision

EAN presents its benchmark vision for a Partnership Model to help Executives and EAs identify areas where they may have different visions and provide a comparison tool for discussion purposes.

Stage 5 – Addressing The Gaps Workshop

Group discussion around the differences between the EAN benchmark vision and participant visions and assessment of what would work best for each specific Partnership in their individual circumstances. Discussion focussed around key Partnership areas that have been benchmarked for comparison purposes to enable pairings to settle on their own best practice model.

Stage 6 – Take Away Assessment Tool

Participants provided with an extensive individual assessment tool that they can complete post the workshops to then either a.) discuss between the pairings and, or, b.) send to EAN for more formal assessment and recommendations for where issues of alignment or specific skills and knowledge gaps exist.

Outcomes

At the end of the one-day workshop EAs and their Executives will be able to identify key Partnership strengths and development areas; be able to identify and work through a model for building and maintaining trust; conceptualise and analyse different modes for how an EA and Executive Partnership might work and then compare and evaluate different approaches to establish their own unique solution for their Partnership.

In addition, attendees will be able to complete a comprehensive assessment questionnaire after the program that will better help identify areas of alignment or misalignment, as well as any gaps in skills, knowledge or capabilities that need addressing.

If the role of an EA is to facilitate their Executive being their most productive and effective, it is vital that they have the right skills, knowledge and capabilities to deliver on this. It is equally as imperative that the Partnership formed between EA and Executive is functioning well and is built on sound foundations, and that the model for how the two actually work together is as effective as it can be.

This one day program is designed to define the Partnership expectations; move the Partnership towards a future that is based on building and strengthening trust and determine how the Partnership will continue to improve the capabilities of both parties to perform to their greatest potential.



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Investment

One Day Public Program for EAs & Executives

EAN Members	\$2,200 plus GST for each EA and Executive pairing
EAN Associate Members	\$2,400 plus GST for each EA and Executive pairing
Non Members	\$2,400 plus GST for each EA and Executive pairing

Program will be held in training facilities within a CBD location to be determined based on numbers.

One Day In-House Program for EAs & Executives

EAN Members	\$2,100 plus GST for each EA and Executive pairing
EAN Associate Members	\$2,300 plus GST for each EA and Executive pairing
Non Members	\$2,300 plus GST for each EA and Executive pairing

The above costs are based on a minimum of 4 EA and Executive partnerships participating within a program to be held at the offices of the trainees. For larger group sizes, discounts may apply. Bespoke adjustments to the structure of the program and the day are also available. Please enquire for further details.



About Executive Assistant Academy

Executive Assistant Network was launched in 2005 to provide a range of support services, networking opportunities, online tools, articles, guides and videos, in addition to formal education and training, all designed to help EAs and PAs become more proficient and efficient, ultimately enabling them to increase the productivity and effectiveness of the executives they work with.

Executive Assistant Academy is the division of the Network that oversees education and training. Since inception, close to 2,000 EAs and PAs have experienced education or training offered through the Executive Assistant Network. 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, residential retreats, conferences and customised in-house training initiatives, please do not hesitate to contact us on +61 (0) 2 8402 5000 or by email to training@executiveassistant.com

Registrations

Public courses can be booked online from within our website, www.ExecutiveAssistant.com. Please note that registration details will only be collected online for the EA and we will request details of the Executive after the booking is made. However, the registration price does reflect a booking for two people.

For In-House options, please contact us on **+61 (0) 2 8402 5000** for more information or by email to **training@executiveassistant.com**

