

EA & PA POWER

A PROGRAM FOR EAs, PAs & SENIOR ADMINISTRATIVE STAFF FOCUSED ON BUILDING EFFECTIVE WORKPLACE RELATIONSHIPS WITH THEIR MANAGER AND ENHANCING THEIR COMMUNICATION AND INFLUENCING SKILLS.

2 MARCH 2010

THE WORK OF EAs, PAs AND SENIOR ADMINISTRATIVE STAFF IS FREQUENTLY DEMANDING AND OCCURS IN A CONTEXT OF COMPLEX WORKPLACE RELATIONSHIPS. STAFF IN THESE ROLES FREQUENTLY FIND THEMSELVES IN SITUATIONS WHERE THEY DO NOT HAVE THE FORMAL AUTHORITY FOR DECISION-MAKING BUT THEY CARE ABOUT AND FEEL RESPONSIBLE FOR THE RESULTS.

This program looks at personal styles and attributes – both those of the senior administrative staff, their manager and key stakeholders. Participants examine their communication, conflict management and negotiation styles and develop strategies for influencing others.

AIM OF THE WORKSHOP

The program will provide participants with the knowledge and skills to:

1. Review the characteristics of effective senior administrative staff and reflect on personal styles and attributes
2. Complete a conflict mode instrument and review what this means when negotiating with others
3. Identify key stakeholders and develop strategies to maximise daily effectiveness in their work role
4. Review 'hot tips' for time management



VENUE
Seasons Botanic Gardens
348 St Kilda Road, Melbourne

DATE & TIME

Tuesday 2 March 2010
9.00 am – 4.00 pm

COST

\$495.00 (including GST of \$45.00) inclusive of materials, lunch and parking

CLOSING DATE FOR REGISTRATIONS

Tuesday 16 February 2010

ARRIVAL

8.45 am
Arrival - tea & coffee
9.00 am
Welcome & Introduction

WHO SHOULD ATTEND

This program is designed for Executive Assistants, Personal Assistants and senior administrative staff with an executive or administrative support function.

This program complements CLM's 'PA & Secretarial Power' program and is suitable for staff from local government, state government, federal government and not for profit organisations.

FACILITATOR GAEL BIGNELL

SENIOR ASSOCIATE,
CENTRE FOR LEADERSHIP
AND MANAGEMENT

Gael has worked as a senior consultant and OD professional in State Government Departments, the health sector and as an external consultant with other clients across the public sector; assisting them with strategic planning, change management, management and organisational development, staff training and human resources development.



SESSION 1

CHARACTERISTICS OF EFFECTIVE SENIOR ADMINISTRATION STAFF

- Characteristics of effective senior administration staff
- Personal style – strengths and attributes
- Power and its importance

SESSION 2

BUILDING EFFECTIVE WORKPLACE RELATIONSHIPS

- Personal working styles
- Assessing your manager – strengths and weaknesses
- Strategies and approaches to maximise daily effectiveness

LUNCH

12.30 pm
Lunch Break

SESSION 3

COMMUNICATION AND INFLUENCING SKILLS

- Communications skills refresher
- Conflict modes – personal styles
- Case study discussions

SESSION 4

INFLUENCING IN YOUR ORGANISATION

- Identify stakeholders
- Review 'hot tips' for time management
- Action planning

CONCLUSION

4.00 pm
Conclusion of Workshop