

## MANAGING UP FOR EAs & PAs

### A PROGRAM FOR PAs, EXECUTIVE ASSISTANTS & ADMINISTRATIVE STAFF INTERESTED IN DEVELOPING STRONG, EFFECTIVE AND INFLUENTIAL RELATIONSHIPS WITH THEIR MANAGERS AND OTHER KEY STAKEHOLDERS

17 MAY 2012

PAs AND EXECUTIVE ASSISTANTS WORK AS AN ACTIVE PARTICIPANT IN A NUMBER OF COMPLEX WORK RELATIONSHIPS. THIS IS A DIFFICULT AND IMPORTANT TASK. 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.

Public sector and not-for-profit organisations have staff at all levels wanting to influence service outcomes. These work environments can be very satisfying. They are also challenging and 'internally political' - requiring well developed organisational knowledge and skills in influencing or 'managing up'.

This program aims to develop participants' skills in this complex area by providing frameworks and tools for achieving results and most importantly, for maintaining positive relationships with executives, managers and other influential stakeholders.

#### AIM OF THE WORKSHOP

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

1. Identify and analyse current issues, including identification of key stakeholders and their various interests
2. Present and discuss key definitions, principles, approaches and a set of skills for 'managing up' in the workplace
3. Develop strategies for implementation back in the workplace
4. Present and discuss the key skills for developing and maintaining an effective working relationship with executives and managers



#### VENUE

Monash Conference Centre  
Level 7, 30 Collins Street  
Melbourne

#### DATE & TIME

Thursday 17 May 2012  
9.00am - 4.00pm

#### COST

\$539.00 (including GST of \$49.00) inclusive of materials and lunch

**CLOSING DATE FOR REGISTRATIONS**  
Thursday 3 May 2012

#### 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.

#### FACILITATOR SHARON KNEALE

SENIOR ASSOCIATE,  
CENTRE FOR LEADERSHIP  
AND MANAGEMENT

Sharon Kneale has extensive Learning and Development and Organisation Development experience in both the private and public sector.

Areas of expertise include leadership, coaching, effective communication skills and influencing skills. Her approach to facilitation is highly interactive, consultative with a strong focus on translation into practical workplace actions



#### SESSION 1

##### MANAGING UP IN CONTEXT

- Managing up issue identification
- Organisational and work context for PAs and EAs
- Key definitions – understanding the relationship between influence, power and managing up

#### SESSION 2

##### MANAGING STAKEHOLDER RELATIONSHIPS

- Identifying our stakeholders and their:
  - Positions, interests and alliances
  - Usual styles/approach
- Building a strategy for PAs / EAs

#### LUNCH

12.30 pm  
Lunch Break

#### SESSION 3

##### STRATEGIES AND SKILLS FOR MANAGING UP

- Developing a strong relationship with your boss
- Empathic communication
- Selling the issue and benefiting the boss
- Negotiation strategies

#### SESSION 4

##### WORKPLACE APPLICATION

- Workplace scenario development and presentation
- Reflection and learning
- Action planning

#### CONCLUSION

4.00 pm  
Conclusion of Workshop