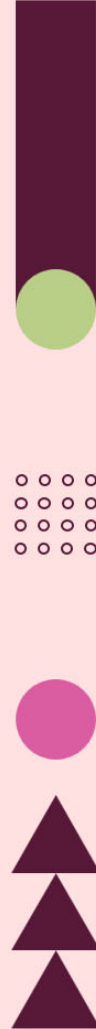


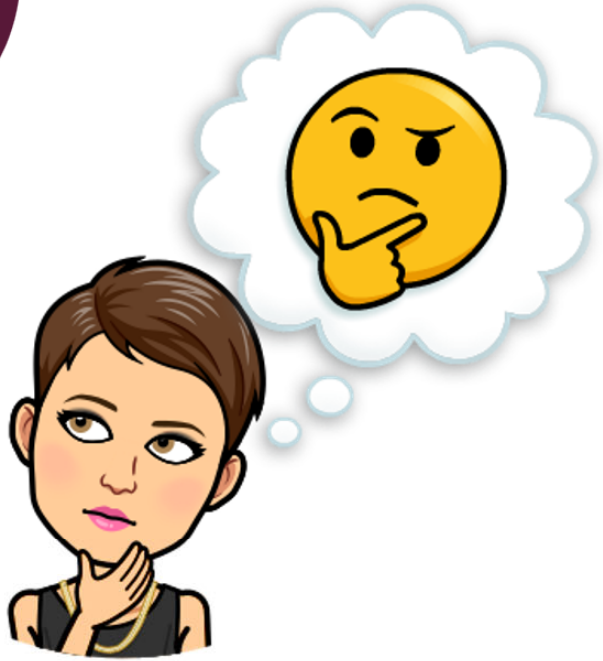


THE ART OF EXCEEDING EXPECTATIONS

Tuesday 9th August, 2022



Liv Wilson
Snr EA to Head of APAC,
Slack



WHO AM I AND WHY AM I HERE?

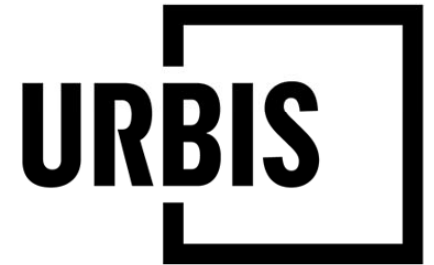
Core drivers:
Connection, Impact, Relationships



Values:
Courage, Fairness, Efficiency,
Gratitude, Fun



PROUD CAREER EA





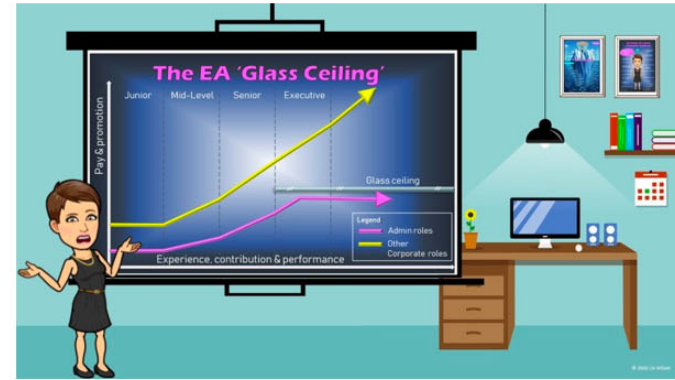
EA GRAPHICS

HOW TO RETAIN YOUR EA, IN 3 SIMPLE STEPS

(AND HOW SLACK CAN HELP)

- 1. COMMUNICATION** (Icon: speech bubbles)
- 2. EMPOWERMENT** (Icon: hand holding a lightbulb)
- 3. RECOGNITION** (Icon: hands holding a coin with a dollar sign)

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Anatomy of a great Executive Assistant

- Thoughtful, forward thinking, innovative, imaginative, strategic
- Full of great ideas and solutions
- A cool head, calm under pressure
- Looks ahead & plans in advance
- Great eye for detail
- Active listener
- Strong communicator
- Collaborative, enjoys working with others
- Integrity and confidentiality
- Emotional Intelligence
- Empathy & Compassion
- Strong work ethic
- Expert technical skills
- Good writing skills
- Added Extras:
 - Negotiation Skills
 - Event Management
 - Public Speaking
 - EA Advocate
 - Creativity
- Flexible & Accommodating
- Quick to spring in to action

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GO, ME!

The EA Iceberg

What you see

- Seamless events
- Productive meetings
- Strong professional relationships
- Organised & well managed Exec office
- Confident & polished
- Resilient & Resourceful
- Makes things happen effortlessly

What you don't see

- Helping to drive organisational strategy
- Providing insights & advice to Executives
- Managing multiple projects
- Driving meeting agendas
- Arranging complex meetings at short notice
- Investing time in relationships
- Stakeholder management
- Managing competing priorities
- Hours spent researching, planning & testing
- Technical expertise, always learning & upskilling
- Constant rescheduling & re-negotiation
- People overstepping boundaries
- Broad set of responsibilities
- Always being 'On'
- Long hours
- Sleepless nights
- Imposter syndrome
- Heavy pressure & high expectations from many angles
- Often overlooked for recognition
- Assumption the job is easy
- Isolation & exclusion
- Being unfairly judged
- Being ignored, undermined or patronised
- Taking the blame for others' mistakes
- People missing deadlines

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The EA Work Cup

Full cup: Energised, Motivated, Creative, Fulfilled, Positive, Happy, Valued

What fills it up

- Being heard, having our opinions and suggestions respected
- Being recognised as a partner to our Exec & expert in our field
- Being included in conversations involving requests for our Exec
- Knowing we're adding value & seen as an important member of the team
- Building relationships & connections & helping people achieve their goals

What drains it

- Being excluded from conversations & not given context & background
- Hearing second hand what our Exec has said / agreed to
- Assumption that we 'just' do calendar and admin tasks
- Only being brought in at the end of a discussion, after all decisions have been made
- Not having our time and effort respected

Empty cup: Demoralised, Tired, Frustrated, Disappointed, Demotivated, Burnt out

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GRATEFUL



Thank you!

You're the best

You Rock!

I appreciate you

Merci

**Who runs the world?
Admin Pros**

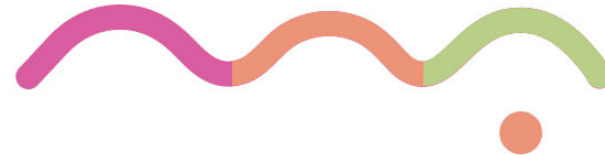




EXCEEDING EXPECTATIONS

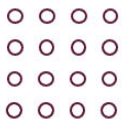
Having a voice and being PROUD of what we do!





“Trusted Partner - trust is the foundation of any relationship in our lives. In the Executive/EA dynamic, perhaps nothing is more important than trust. As our trust has grown, it’s allowed me to bring Liv into any topic of conversation and empower her to share the responsibilities in leading the business.”

– MATT LOOP, HEAD OF APAC - SLACK

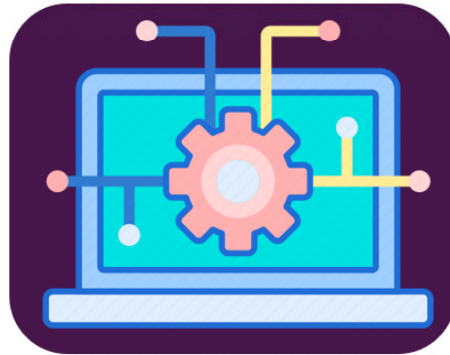




THE THREE PILLARS OF AN EA ROLE



ORGANISATIONAL SKILLS



TECHNICAL + CREATIVE








PEOPLE + RELATIONSHIPS



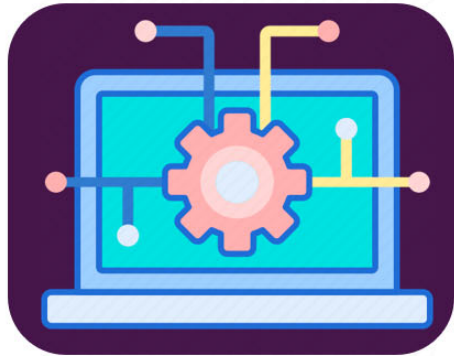


ORGANISATIONAL SKILLS



- THE EA SHOULD OWN THE CALENDAR - AND NOTHING SHOULD GO IN IT WITHOUT THEM KNOWING ABOUT IT!  
- ACCESS - THE MORE INFO WE HAVE THE MORE PROACTIVE WE CAN BE! 
- MAKE INCLUDING YOU IN COMMS THE NORM 
- EXEC NEEDS TO HAND OVER THE KEYS! 
- REGULAR DISCUSSIONS WITH EXEC RE PRIORITIES





**TECHNICAL +
CREATIVE**






- **BECOMING SUBJECT MATTER EXPERTS**
- **GETTING OUT OF YOUR COMFORT ZONE TO LEARN NEW THINGS**
- **COURAGE TO MAKE SUGGESTIONS**
- **IDEAS DON'T HAVE TO BE GROUNDBREAKING - SMALL CHANGES
CAN MAKE A BIG IMPACT** 🎵
- **CREATIVE THINKING & SOLUTIONS**
- **CREATIVE WAYS OF BRINGING TEAMS TOGETHER**



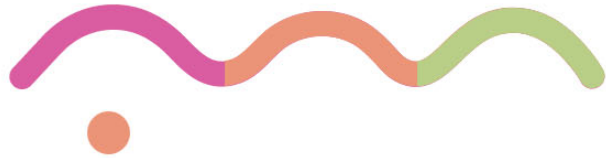


**PEOPLE +
RELATIONSHIPS**



- **ULTIMATELY THAT'S WHAT THIS ROLE IS ALL ABOUT!** 
- **INVEST IN RELATIONSHIPS ACROSS THE BUSINESS**
- **EVERY EA IS DIFFERENT; EVERY EXEC IS DIFFERENT - EVERY PARTNERSHIP IS DIFFERENT! THERE IS NO SILVER BULLET** 
- **IT'S OUR RESPONSIBILITY TO DRIVE IT**
- **HAVE VULNERABLE AND COURAGEOUS CONVERSATIONS WITH YOUR EXEC TO BUILD A STRONG FOUNDATION**
- **SHARE YOUR LIFE STORY** 



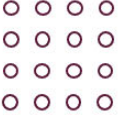
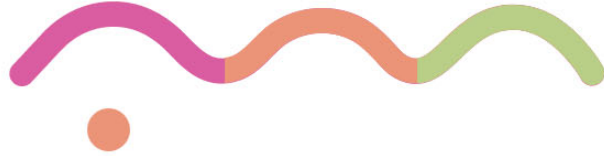


“THINGS” EXERCISE!

- Two-way feedback
- Create space to discuss your partnership
- Take it outside the office if possible

- 3 THINGS WE’VE DONE WELL
- 3 THINGS WE COULD DO BETTER
- 3 THINGS I NEED FROM YOU
- 3 THINGS I WOULD LIKE TO ASK YOU
- 3 THINGS I’M LOOKING FORWARD TO

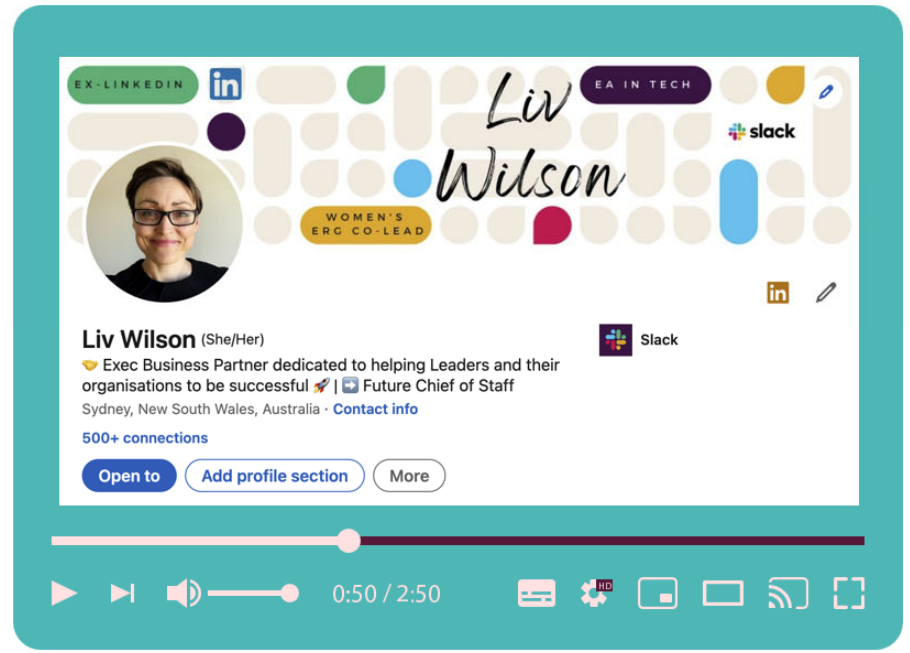




DON'T FORGET ABOUT YOUR OWN CAREER!

Training / Certifications

Your professional brand





NOMINATIONS OPEN NOW



**Why not
nominate a
colleague
(or yourself?!)**

www.AustralianAdminAwards.com





Q&A / Open Discussion





THANKS!



Liv Wilson

💛 Exec Business Partner dedicated to helping Leaders and their organisations to be success...



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