

From Good to Great: Upping Your Skills for Higher- Level Support

June 16, 2022
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'9 to 5' by Dolly Parton



Welcome!



Share a picture of something that brings you joy.



'Happy People' by Little Big Town

**A moment of pure joy
for me was holding a
koala bear while at a
rescue sanctuary in
Australia!**



Finding joy in the work
you do...



Finding joy in the work you do...



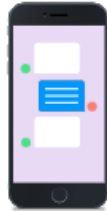
Overview



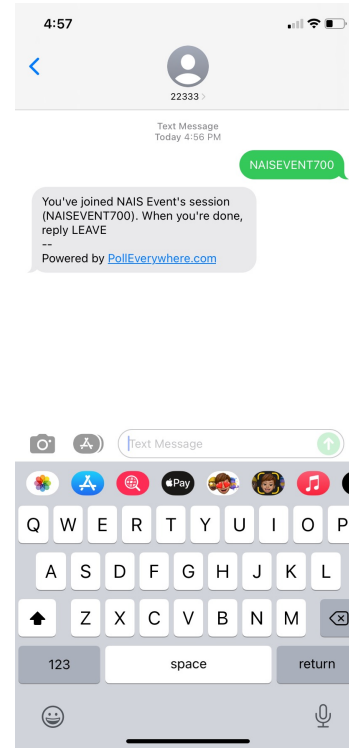
- **What does it mean to be an effective assistant?**
- **Tips to provide higher-level support.**
- **How to develop leadership skills as an assistant.**
- **Technology tips and tricks.**
- **Resources to help you grow in your role.**

Poll Everywhere

Join by Text



- 1 Text **NAISEVENT700** to **22333**
- 2 Text in your message



Executive Assistants: What qualities or skills should an assistant have?

Test: Executive Assistants: What qualities or skills should an assistant have?

What does it mean to be an effective assistant?



5 Essential Skills

**Time
Management**

Stay on track
and avoid
procrastinating.

Organization

Work efficiently
and effectively.

Prioritization

Weigh urgency
and importance.

**Setting
Boundaries**

Finding balance
and protecting
priorities.

**Learning and
Engaging**

Approaching
your role with a
growth mindset.

5 Essential Skills: Time Management

Time Management

1. What must get done before day's end?
2. What is the negative impact if I do not get this done?
3. Am I currently focusing on the most important items in my head's eyes?
4. What is coming up in the next few days that I must act on today?



Source: [Time Management Skills for Executive and Administrative Assistants \(officedynamics.com\)](https://www.officedynamics.com/time-management-skills-for-executive-and-administrative-assistants)

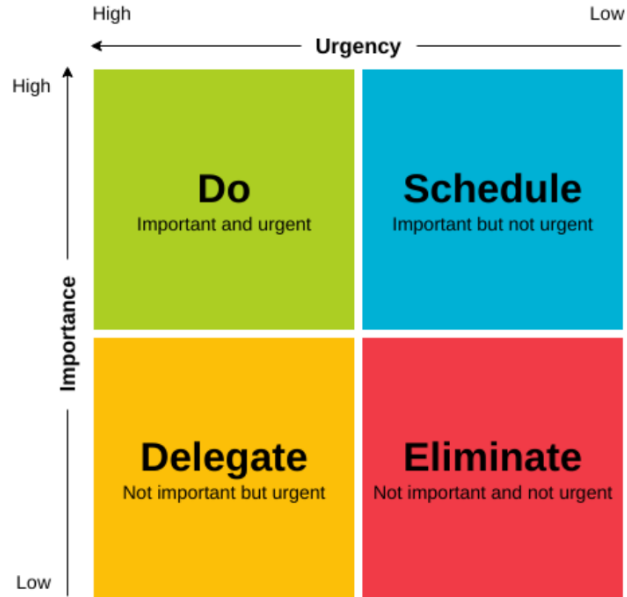
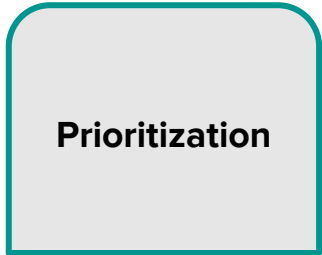
5 Essential Skills: Organization



Organization

1. Tidy workspace
2. Tidy inbox and filing system
3. Weekly routine
4. Task list
5. Looking ahead and planning ahead

5 Essential Skills: Prioritization



Source: [How to Use the Prioritization Matrix When Every Task Is #1 \(lifehack.org\)](https://www.lifehack.org/how-to-use-the-prioritization-matrix-when-every-task-is-1)

5 Essential Skills: Setting Boundaries

Setting Boundaries

- Healthy boundaries allow you to focus on your priorities, do your best work, and work toward your goals.
- They decrease stress and make a work schedule more manageable.
- Remember that “a boundary is simply you telling someone else what you will be doing. It is the ability to communicate that you have priorities and a dedication to protect those priorities.” - [Unknown](#)

5 Essential Skills: Learning and Engaging

Learning and Engaging

- Increase your overall understanding of the industry
- Take initiative
- Be willing to learn new ways to grow in the role.
- Utilize tools and resources available to you.

What does it mean to provide high-level support?

High-Level Support

Anticipating the Head's Needs

Staying one step ahead of the Head on tasks and responsibilities.

Working Proactively

Completing tasks without being asked and working independently.

Conducting Research

Being resourceful and using various sources for research and analysis.

Project Management

Managing a project or process and demonstrating ownership and leadership skills.

Trust

Working with the Head as a trusted partner.

High-Level Support

Here is a look at some of the skills and competencies that make up what is considered to be a strategic business partner.

- They maximise efficiency
- They think like managers
- They are results driven
- They are analytical
- They are proactive rather than reactive
- They align their objectives to those of the business
- They reduce complexity to simplicity
- They are willing to adapt and change
- They are not afraid to apply new skills
- They make decisions based on the strategic direction of the business
- They are daily, minute by minute, problem solvers.
- They find the time to plan and strategize
- They make decisions based on the needs of the Executive and the organisation
- They are prepared to disagree with their Executive and offer alternative solutions
- They eliminate conflict
- They can work without instruction or direction
- They can work under pressure
- They can hold their own in a wide variety of situations
- They advance the career of their boss and the growth of their company
- They relate everything back to the bottom line

Source: *PracticallyPerfectPA.com*

How to develop leadership skills as an assistant.

Leadership



Image source: dailymagazines.net

Leaders exist at all levels of an organization.

You don't have to supervise others or be in management to be a leader.

Why are leadership skills important as an assistant?

- The ability to make decisions.
- You can handle crisis.
- Motivating others – setting standards that attract others to follow you.
- Knowledge and insight into school issues.
- You can develop a plan with steps to achieve the goals.



Image source: fccclovis.com

Leadership skills

- **Inspiring Motivation**
- **Communication**
- **Positivity**
- **Delegation**
- **Creativity**
- **Trustworthiness**
- **Responsibility**
- **Time Management**
- **Influence**
- **Decisiveness**
- **Organization**
- **Strategic**
- **Adaptability**
- **Conflict Management**

Leverage your leadership skills

- **Knowledge is power.**
- **Network and build relationships.**
- **Problem-solve and come up with solutions.**
- **Seek out leadership opportunities.**
- **Lead by example.**

Leverage your leadership skills

Knowledge is power.

The knowledge you have is a valuable asset. Offer assistance or guidance where you can. Keep learning and listening and offer to help whenever opportunities arise. Seek out information and resources to continue being a source of information for your head and school community.

Leverage your leadership skills

Network and build relationships.

Develop rapport with vendors. Getting to know them can save you time, money, and effort.

Network with other EAs. You can share ideas and information or even collaborate on projects.

The EA/main office represents the school and HOS. Building relationships with constituents can reflect positively on the school and makes for a friendly work environment.

Leverage your leadership skills

Problem-solve and come up with solutions.

Be proactive and resourceful to offer solutions.

Even if all your ideas are not accepted, your team will appreciate that you are contributing with ways to save time, money, and resources.

Offer to be the point person on things that fall under your umbrella of responsibility.

Leverage your leadership skills

Seek out leadership opportunities.

Let your Head know when you are ready and willing to take on more leadership roles.

Consider ways to “upskill” that would prove useful.

Don't be afraid to create opportunities for yourself or discover ways to take on new leadership responsibilities (consider leading a support staff team meeting, starting a book club, organizing a walking group, or planning a happy hour for faculty and staff).

Leverage your leadership skills

Lead by example.

Having a willingness to help out, a positive attitude, and strong work ethic are ways to lead by example. Show that you are willing to take on responsibility and support of various projects.

Step outside your comfort zone – we grow by doing things that feel uncomfortable.

Technology Tips & Tricks



Technology Apps to Know

- **PowerPoint Present Live**
- **Canva**
- **Google Computer Vision**
- **New MS Office App**
- **Secret Flying App**
- **Wolfram Alpha**

Apps to know

Power Point Present Live

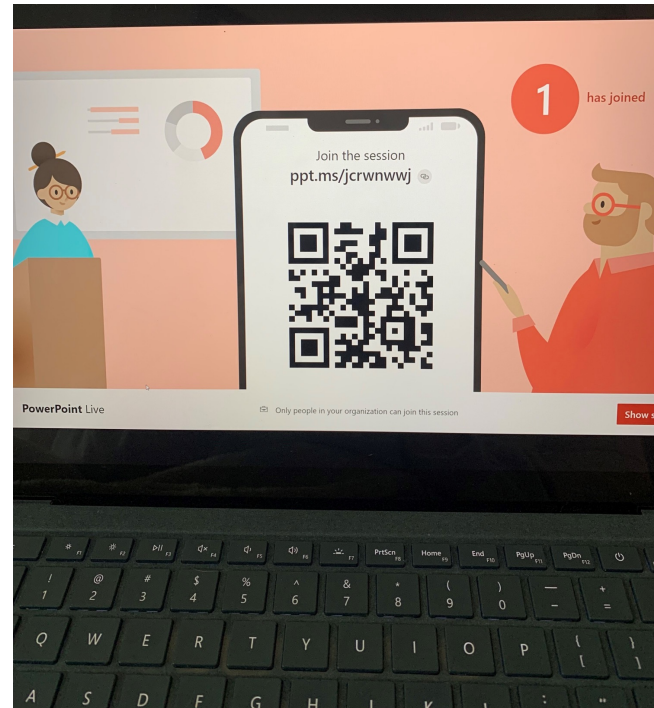
Go to office.com or open through Teams. Open your PPT document. Go to Slide Show and click Present Live. It generates a QR code to scan that allows the audience to see/enlarge the PPT on their phone and interact with the use of emojis.

It also offers language translation and live transcription for the audience that is viewing the PPT on their smartphone.

Apps to know

PPT Present Live:

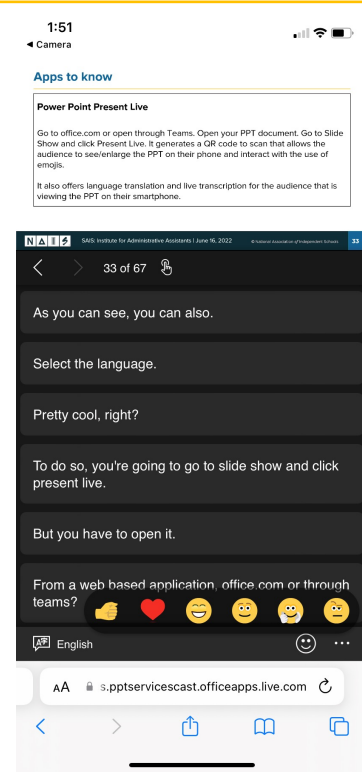
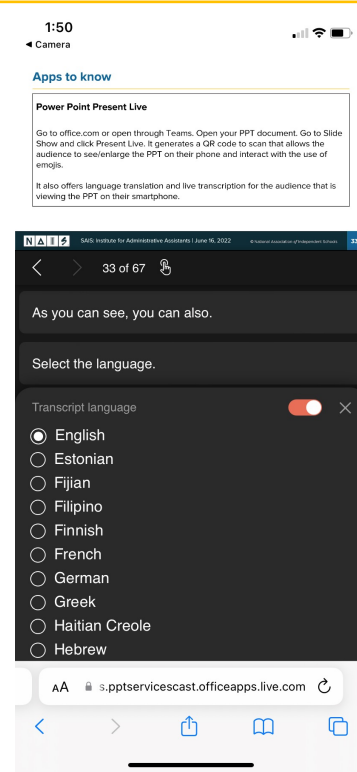
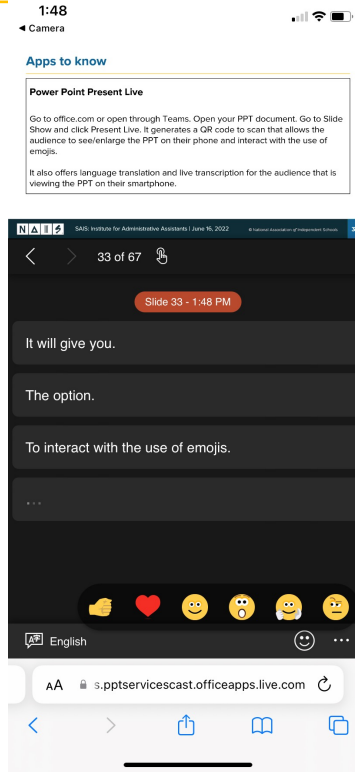
- Open from Office.com
- Slide Show
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- It will generate a QR code that your audience can scan using their camera.



Apps to know

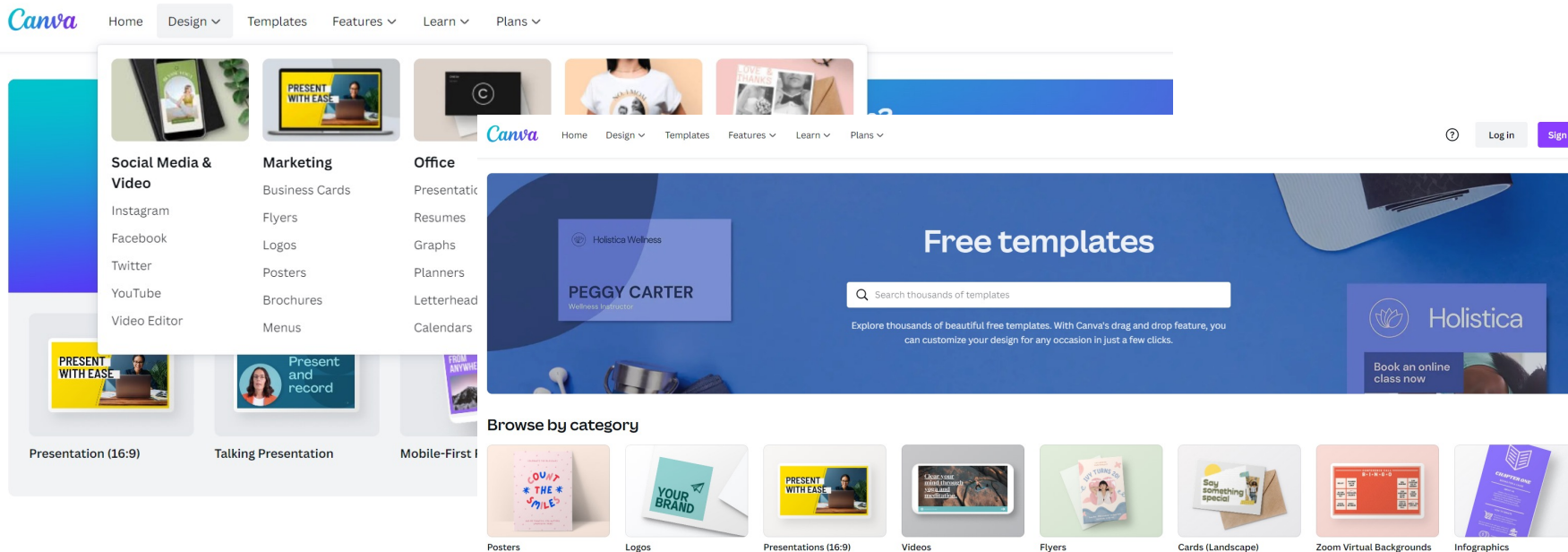
PPT Present Live:

- The audience can now see the PPT on their device (ability to enlarge).
- Interact with emojis.
- Translate that transcript to another language.
- See the transcript from the presenter that is speaking.



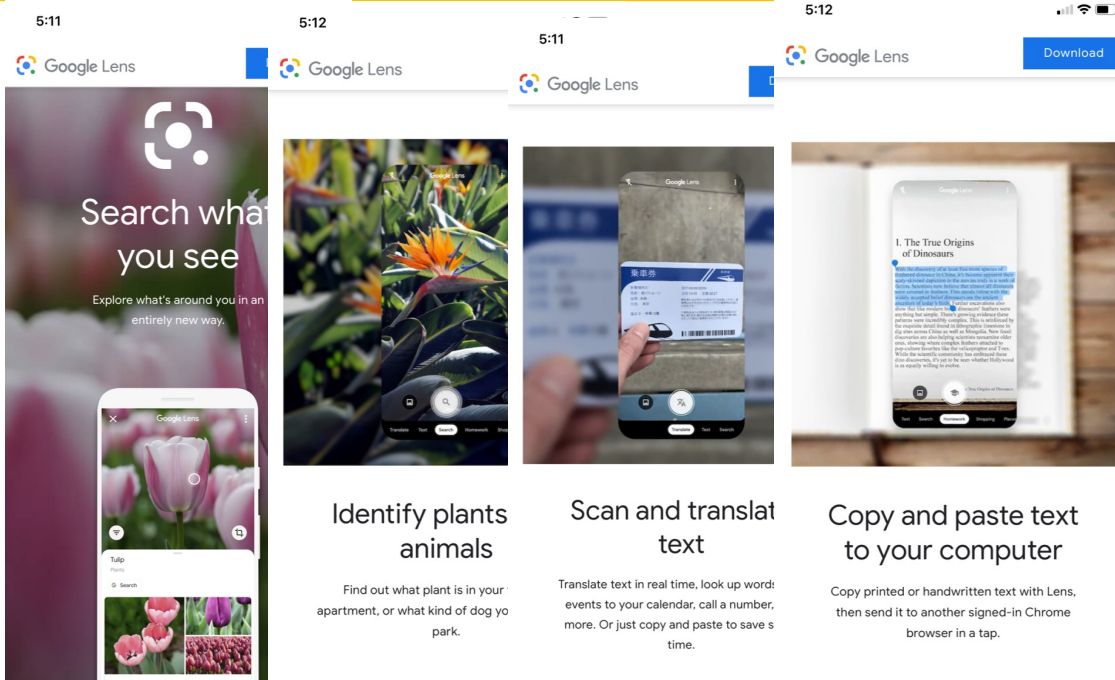
Apps to know

Canva: offers creative and professional templates/layouts for presentations, social media posts, flyers, posters, and more. New feature is Canva Video with video templates.



Apps to know

Google Computer Vision:
<https://images.google.com> —
download Google Lens to
“search what you see.” This
app allows you to take a
picture of something and
Google will identify that item.
Use for shopping, to identify
plants and animals, and
translate text.



5:11 Google Lens

5:12 Google Lens

5:11 Google Lens

5:12 Google Lens Download

Search what you see
Explore what's around you in an entirely new way.

Identify plants animals
Find out what plant is in your apartment, or what kind of dog you park.

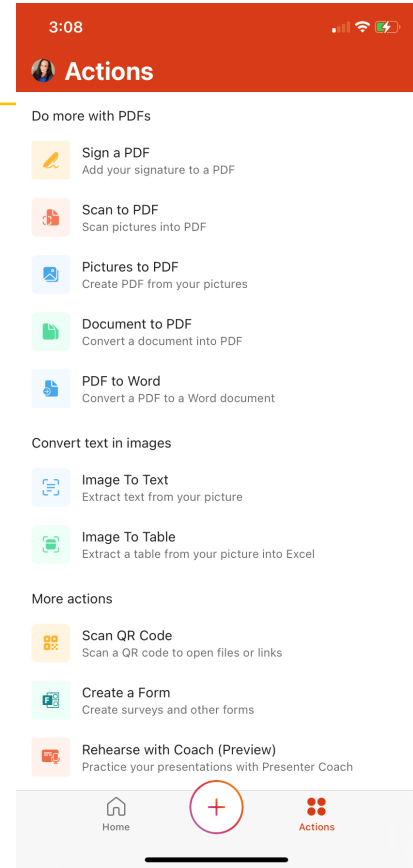
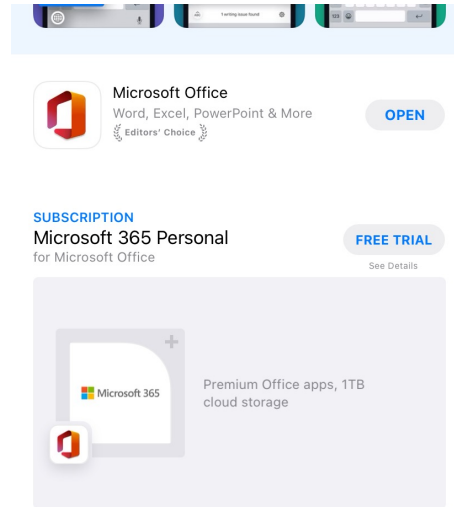
Scan and translate text
Translate text in real time, look up words: events to your calendar, call a number, more. Or just copy and paste to save s time.

Copy and paste text to your computer
Copy printed or handwritten text with Lens, then send it to another signed-in Chrome browser in a tap.

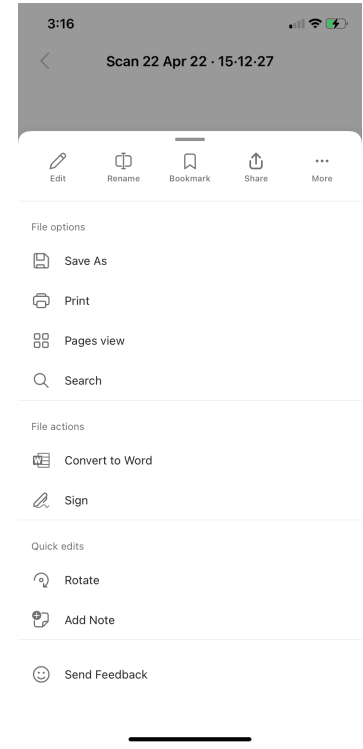
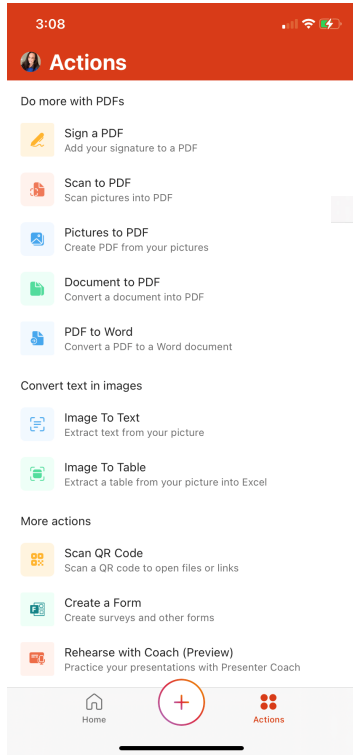
Apps to know

New Microsoft Office App

- Convert images to editable text docs or Excel spreadsheets.
- Click on Actions.
- Options include Image to Text, Image to Table, Sign a PDF, etc.



Apps to know



Apps to know

Secret Flying App: <https://www.secretflying.com/app/>.

Finds you the cheapest flight deals online. Or just browse for killer deals to anywhere! Shows you great fares and then connects you to the airline.



April 22, 2022

New York to Curacao for only \$295 roundtrip (Apr-Jun dates)

Cheap flights from New York to Curacao for only \$295 roundtrip with American Airlines.



April 22, 2022

Charlotte, North Carolina to Bogota, Colombia for only \$300 roundtrip (Oct-Feb dates)

Cheap flights from Charlotte, North Carolina to Bogota, Colombia for only \$300 roundtrip with Delta Air Lines and LATAM Airlines.



April 22, 2022

SUMMER: Chicago to Cancun, Mexico for only \$190 roundtrip (Aug-Oct dates)

Summer flights from Chicago to Cancun, Mexico for only \$190 roundtrip with Aeromexico and United Airlines.

Apps to know

Wolfram Alpha:

<https://www.wolframalpha.com/>

- Search engine but more sophisticated.
- Uses computational intelligence.
- Compute answers to questions in math, science, technology and more.



Enter what you want to calculate or know about

NATURAL LANGUAGE

MATH INPUT

EXTENDED KEYBOARD

EXAMPLES

UPLOAD

RANDOM

Compute expert-level answers using Wolfram's breakthrough algorithms, knowledgebase and AI technology

Mathematics ›

Step-by-Step Solutions

Elementary Math

x^2-1 Algebra

Plotting & Graphics

Calculus & Analysis

Geometry

Differential Equations

Statistics

More Topics ›

Science & Technology ›

Units & Measures

Physics

Chemistry

Engineering

Computational Sciences

Earth Sciences

Materials

Transportation

More Topics ›

Society & Culture ›

People

Arts & Media

Dates & Times

Words & Linguistics

Money & Finance

Food & Nutrition

Political Geography

History

More Topics ›

Everyday Life ›

Personal Health

Personal Finance

Surprises

Entertainment

Household Science

Household Math

Hobbies

Today's World

More Topics ›

Apps to know

Wolfram Alpha:

<https://www.wolframalpha.com/>

- Search engine but more sophisticated.
- Uses computational intelligence.
- Compute answers to questions in math, science, technology and more.

Get gasoline price data:

price of gasoline in Dallas =

More examples

Tips & Gratuities

Calculate gratuities or easily split bills.

Compute a tip:

How much should I tip on \$159? =

Split a bill among several people:

\$84.22, 15% tip, 3 people =

More examples

Nutrition

Access nutritional data for thousands of foods.

Analyze nutritional information for a food:

2 slices of swiss cheese =

Create nutrition labels:

broccoli nutrition label =

More examples

Age & Sex Demographics

Break down a region's population by age or sex.

Find particular facts about an area:

how many female senior citizens live in Los Angeles county =

female unemployment rate =

More examples

Fractions

Perform arithmetic on fractions.

Add fractions:

$1/6 + 5/12 + 3/4$ =

Multiply fractions:

$3/8 * 2/7$ =

Do exact arithmetic with fractions:

$1/4 * (4 - 1/2)$ =

More examples

Resources to help you grow in your role.



Resources to grow in your role

- [Looking Ahead](#) – monthly PPT on a topic relevant to Independent Schools
- [DASL](#) - comparison data and metrics such as enrollment, tuition, or salaries
- [MarketView](#) – data specific to your market area (demographics, median income, traffic patterns, ethnicity)
- [Career Center](#) – post jobs, find jobs, and manage your school’s job postings
- [Survey Center](#) – survey templates that can be customized to fit your school needs
- [NAIS Events Calendar](#) – conferences, webinars, meetups, plus industry partner events
- [Snapshot Surveys](#) – quick surveys on pressing issues
- [NAIS Store](#) – online shop for books specific to independent schools
- [EA Toolkit](#) – support and resources for assistants
- [NAIS Connect](#) – online networking through various communities
- [NAIS Community Market](#) – constituent products and services

Group Discussion/ Q&A

- **Brainstorm ways that you can provide higher-level support.**
- **Are there things you are already doing that offer high-level support?**
- **What other resources are available to you to help you grow and learn in your role?**

Thank you for attending!



'Takin' Care of Business' by
Bachman-Turner Overdrive

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