

A photograph of two women sitting at a table, looking at a document. The woman on the left has long brown hair and is wearing a striped sleeveless top. The woman on the right has dark hair, wears red-rimmed glasses, and a white long-sleeved shirt. They appear to be in a professional or educational setting, possibly a coaching session.

Individual &
Company Coaching

EA Retention

What is coaching?

Coaching is highly effective in bringing about lasting, significant and positive change. It focuses on defining agreed performance goals, understanding the factors which impact on performance, implementing strategies which address performance gaps, and maintaining motivation to achieve goals.

At The EA Institute (TEAI) our coaching sessions are not set - the structure and content of each client's coaching is determined within the context of their personal and organisational goals and challenges.

At the start of the engagement broad coaching goals are established, and each session is tailored to facilitate the client making the changes needed to achieve those goals.

Coaching which occurs within an organisational context may involve the relevant manager in setting and monitoring goals to ensure the coaching outcomes are both personally meaningful and organisationally relevant.

Regardless of the issue, our professional coaching process helps clients learn how to establish tangible goals, make workable plans, overcome obstacles, solve problems, stay on track, sustain motivation and develop resilience.

These skills can then be applied in addressing future challenges. If we just tell you what to do, it may not be the right advice for you, and it may not help you respond to other challenges down the track.

Our coaches - carefully tailor each coaching engagement to an individual's specific performance goals and objectives.

Our coaching assignments generally consist of face-to-face meetings and/or phone calls for a defined time period, and often begin with a 90 minute meeting to lay out the foundation for the coaching relationship, including agreement on the issues and/or needs to be addressed, the required outcomes and results to be delivered and the structure and time frame.



How this helps

Coaching can help Assistants to:

- Gain insight and increase self-awareness
- Capitalise on strengths and develop weaknesses
- Develop, maintain or reduce specific behaviours
- Build resilience and well-being
- Initiate, lead, manage and adapt to change
- Improve relationships and enhance team dynamics
- Address employee behaviour and performance gaps
- Provide effective feedback and handle difficult conversations
- Motivate, inspire and engage staff
- Manage and improve team culture and performance
- Solve problems and address challenges
- Achieve outcomes and results
- Debrief confidentially around difficult situations
- Communicate with influence and manage conflict.



We offer a suite of leadership coaching services designed to address the most pressing needs of today's Executive Assistants and Administrators.

Building New Behaviours and Capabilities

There are times in any Administrators career when it becomes apparent that the development of certain skills would greatly benefit the individual as well as the organisation.

This can be the need to expand skills, such as the ability to motivate others, or the need to eliminate or change behaviours which are counterproductive.

The EA Institute's coaching is ideally suited for EA's who are looking to significantly impact their results, as well as gain new insights into the behaviour. Consider "Building New Behaviours and Capabilities" if:

- You are committed to the ongoing development of your leadership capabilities
- You have received feedback about recommended changes in style or behaviour and would benefit from support in implementing those changes
- You have ways of behaving that are counterproductive and you have been ineffective at changing or eliminating them
- You have aspirations to expand your role but know that certain prerequisite skills need improvement.

Leading Winning Teams

A key challenge is finding effective ways to maximise the contribution and performance of people around you, especially those teams comprised of strong individuals with disparate views and perspectives.

How to orchestrate productive dialogues and inquiries that deliver new levels of performance and commitment is the subject of our coaching service.

Consider "Leading Winning Teams" if:

- You have a challenge that will require a new level of teamwork and commitment to win
- You have a newly formulated team that needs to build a powerful relationship
- There is an absence of enthusiasm, competitive edge and risk talking among the team
- You are having difficulty establishing alignment among team members
- Team members do not support the overall objectives or each other
- There is conflict or unresolved issues that are preventing the team from moving forward powerfully

Delivering An Extraordinary Goal

Producing results far beyond what has been historically possible is one of the great challenges of today's business environment. Leading and managing others to deliver extraordinary results requires a distinct set of skills from those required for efforts that fall within the norm.

Consider "Delivering an Extraordinary Goal" if:

- You have an extraordinary goal requiring delivery of what has never been delivered before
- You and/or your people see significant obstacles to success
- You have a critical result in jeopardy
- Your people are not performing with the consistency or the pace required for success
- You want to master the tools of producing unprecedented results

Focus is now on getting the job done.

Executing Your Managers Vision

Translating your managers vision into meaningful action and results that reshape the face of the business and its future is the theme of "Executing Your Managers Vision." Nothing is more challenging or more rewarding than executing their vision - it's what is at the heart of true leadership.

Consider "Executing Your Managers Vision" if:

- People are not sufficiently enrolled or engaged in their vision
- You need help clarifying and articulating their vision
- Current activities and results are insufficient for success
- You are not satisfied with the pace of progress

The goals and objectives are not consistent with the vision.



Elevating Your Productivity

Many executive assistants and administrators experience high levels of stress and overwhelm as well as dissatisfaction with the balance between their work and personal lives. This stress and overwhelm takes its toll on the organisation as well as the individual.

Consider “Elevating Your Productivity” if:

- You experience stress and overwhelm
- You have too much to do and too little time to do it
- You feel disorganised
- You (or others) would say you “work too much”
- You are chronically behind with e-mail.

You feel you are selling short your personal life commitments.

Follow-on Coaching For Program Graduates

Graduates of The EA Institute’s education programs are often committed to further developing the skills and capabilities they obtained from their participation. Sometimes the day-to-day demands and challenges at work can displace one’s commitment to putting in practice these new skills, perspectives and ways of operating.

Consider “Follow-on Coaching for TEAI’s Program Graduates” if you are an EA Institute program graduate and:

- You want to deepen and expand the learning you have obtained
- You are having difficulty instituting some of the new skills and practices
- There are certain skills or capabilities you want to enhance
- You may want support and feedback regarding your development
- You feel you would benefit from a refresher on some of the tools and principles
- There is a particular new skill you want to develop.

Fee Structure

Individual Coaching Package

**Investment:
\$2997+ GST**

- Goals and Objectives Clearly Articulated in initial consult
- 8 Structured Coaching Sessions
- Exercises and Resources
- Unlimited Laser Coaching (15mins)

Company Coaching Package

**Investment:
Contact Us**

This package is for companies looking to have access to a coach/mentor for their administrators on a monthly basis. It allows for unlimited laser coaching each month and structured coaching for up to 6 people each month.

Specific goals are outlined at the start of any coaching session and ongoing accountability structures are put in place to support execution of their goals.

This structure allows for continued growth, development and retention of their administration talent.

- Structured 1:1 coaching session each month
- Exercises and Resources
- Unlimited Laser Coaching (15mins)