

ADVANCE YOUR EA CAREER

Comprehensive EA Training & Membership



Discover your true performance potential



Discover your true performance potential and make an impact in your organisation. If you're wanting to be seen as a strategic partner and indispensable asset, The EA Institute's programs are for you.

Designed to help EAs build their skills across mindset, leadership, and branding, you'll see immediate results in confidence and professional performance. Whether you're mastering the basics, stepping into strategy, or ready to lead, our tiered membership meets you where you are.

Unlock the tools, guidance, and community you need to build on your strengths and move forward with clarity. This is your path to being seen, valued, and impactful.

THE EA INSTITUTE



Self-Paced Courses

Our self-paced courses are designed for EAs who want to focus on specific skills at their own pace. With structured, comprehensive content and lifetime access, EAs gain practical tools and knowledge to elevate their role.



EA Technician



The Technician Level is the perfect starting point for those new to the EA role or looking to build a strong foundation.

The self-paced course covers essential technical skills, equipping participants with core competencies like communication, confidentiality, time management, and navigating organisational dynamics.

The live Silver Membership complements learning with real-world application, goal-setting, and regular targeted masterclasses to reinforce key skills.

Who It's For:

- Aspiring and new Executive Assistants
- Administrative professionals transitioning into EA roles
- Experienced EAs seeking a refresher

EA Technician Self-Paced Course Curriculum

Module	Content		
Module 1: Introduction to the EA Role	 Overview of the evolution of the EA role Understand the impact of an EA on organisational success Discover the key characteristics of a successful EA 		
Module 2: The Mindset of an EA	 Cultivate a proactive and adaptable mindset Embrace continuous learning and growth Learn strategies for resilience and stress management 		
Module 3: Core Competencies and Skills	 Master essential technical skills, including software proficiency and document management Develop time management and prioritisation techniques Enhance communication and interpersonal skills 		
Module 4: Communication Essentials	 Master verbal and written communication Hone active listening and feedback skills Navigate difficult conversations and conflict resolution 		
Module 5: Ethics, Confidentiality, and Trust	 Understand the importance of discretion and ethical behaviour Build trust with your executive and team Handle sensitive information and maintain confidentiality 		
Module 6: Navigating Organisational Dynamics	 Grasp organisational culture and structure Build relationships across the organisation Develop influencing and collaboration skills 		
Module 7: The Assistant's Toolkit	 Discover essential tools and technologies for EAs Learn best practices for managing calendars, emails, and tasks Get an introduction to project management basics 		
Module 8: Setting Personal and Professional Goals	 Identify career aspirations and set goals Create a personal development plan Seek mentorship and networking opportunities 		
Module 9: Creating a High-Performing Partnership	 Align your support with your executive's goals Build a strong working relationship with your Exec Develop strategies for effective collaboration 		
Module 10: Beyond the Essentials	 Recap key learnings and apply them in your role Encourage ongoing learning and professional development Get introduced to advanced courses and resources 		

Silver Membership

Annual Goal Setting Workshop

This comprehensive session is designed to equip participants with the tools and mindset necessary to set clear, actionable goals for the year. It combines elements of personal clarity, structured goal setting, practical action planning, and accountability strategies into a seamless workshop.

- Gain clarity on personal values and how they influence career and personal aspirations.
- Master the use of a structured goal-setting framework to set comprehensive and achievable goals.
- Translate long-term goals into manageable 90-day plans and weekly actions, ensuring consistent progress.
- Set up and commit to personal accountability systems to maintain focus and drive throughout the year.
- Equip with strategies to adapt goals based on evolving personal and professional circumstances and to overcome potential obstacles.

Monthly Masterclasses

Month	Content
January - Trends and Evolution in the EA Role	 Example Masterclasses: Navigating Trends and Changes in the EA Landscape Navigating the Impact of Remote Work on the EA Role The Rise of Virtual Assistants and How to Integrate Them How EAs Can Leverage Big Data and Analytics
February - EA Mindset	 Example Masterclasses: Building Mental Toughness in High-Pressure Roles The Growth Mindset: From Task-Taker to Strategic Thinker Embracing Change: Tools for Adaptable EAs
March - Core Competencies	Example Masterclasses: Time Management and Prioritisation Techniques Prioritising Under Pressure: Tools and Techniques Effective Email Management Strategies Managing Up: Techniques for Proactive Support
April - Communication Essentials	Example Masterclasses: • Effective Verbal and Written Communication Skills • Crafting Persuasive Presentations • Professional Writing Skills for EAs • Cross-Cultural Communication for Global Teams
May - Ethics, Confidentiality, and Trust	 Example Masterclasses: Upholding Ethics and Confidentiality in Daily Operations Navigating Ethical Dilemmas in the Workplace Building Trust in a Virtual Team Environment Confidentiality in the Digital Age: Best Practices

Silver - Monthly Masterclasses Cont.

Month	Content
June - Navigating Organisational Dynamics	 Example Masterclasses: Influencing and Collaboration Skills The Art of Influence and Persuasion Networking Skills for Career Advancement Understanding and Leveraging Organisational Politics
July - Setting Personal and Professional Goals	 Example Masterclasses: Goal Setting and Professional Development Planning Goal Setting Strategies for Career Development Developing a Personal Brand as an EA
August - The Assistant's Toolkit	 Example Masterclasses: Leveraging Tools and Technology for Efficient Task Management Advanced Google Workspace Tips for EAs Task Automation with Microsoft Power Automate Optimising Your Workday with Smart Apps and Tools
September - Creating a High-Performing Partnership	 Example Masterclass: Creating a High-Performing Partnership Aligning Your Work Style with Your Executive Techniques for Anticipatory Support Conflict Resolution in Executive Relationships
October - Special Topics in Technical Skills	 Example Masterclasses: Microsoft Excel Techniques for EAs Microsoft Word Techniques for EAs Mastering CRM Software for Client Management Leveraging AI Tools for Office Automation Cybersecurity Basics for EAs
November - Beyond the Essentials	 Example Masterclasses: From Technician to Manager: The Path Forward Preparing for Advanced EA Roles Introduction to Leadership Skills for EAs Continuous Professional Development: Creating a Lifelong Learning Plan
December - Year in Review and Future Planning	Example Masterclass: • Recap and Preparing for Next-Level Challenges

Quarterly Express Accountability Check-In (30 mins)

During these sessions, participants reassess and recommit to their long-term goals, ensuring they remain relevant and achievable.

- Reaffirm and refine goals: Ensure long-term goals stay relevant and aligned with evolving priorities.
- Adjust strategies for success: Adapt approaches based on progress and new insights to stay on track.
- Maintain momentum and accountability: Regular check-ins reinforce commitment and drive continuous improvement.
- Boost motivation and engagement: Celebrate wins and milestones to sustain energy and focus.
- Stay ahead of challenges: Proactively plan for obstacles, ensuring confidence in the path ahead.



Learning Outcomes

Understand The Role

Gain a comprehensive understanding of the evolving role of an EA and how it contributes to the success of an organisation.

Acquire Core Competencies

Acquire essential skills required for effective executive support, including time management, communication, and organisational abilities.

Communicate

Develop strong verbal and written communication skills, along with the ability to build and

maintain positive relationships within the workplace.

Maintain Confidentiality
Understand the importance of ethics, confidentiality, and trust in the role of an EA and learn how to uphold these values in your daily work.

Navigate The Organisation

Learn how to effectively navigate the complexities of organisational culture and structure, and how to influence and collaborate with others for mutual success.

Master The Tools

Become proficient in using key tools and technologies that streamline administrative tasks and

Build The Partnership

Set Your Goals

improve efficiency.

Develop strategies for establishing a strong working relationship with your Executive, ensuring alignment with their goals and providing exceptional support.

Identify your career aspirations as an EA, set achievable goals, and create a plan for ongoing professional development.

EA Manager



The EA Manager level is designed for EAs ready to move beyond technical execution and into strategic management.

The self-paced course develops advanced communication, project and financial management, performance leadership, and change management skills.

The live Gold Membership provides real world coaching, expert-led short courses, and a collaborative community to refine managerial expertise and executive support strategies.

Who It's For:

- Experienced EAs stepping into managerial roles
- EAs seeking advanced strategic and operational skills
- Professionals eager to enhance leadership in executive support

EA Manager - Self-Paced Course Curriculum

Modules	Content		
Module 1: Introduction to the Managerial EA Role	 Transitioning from Essential EA to Manager EA Understanding managerial responsibilities Key differences between technical and managerial roles 		
Module 2: Advanced Communication and Influence	 Strategic communication skills Influencing without authority Conflict resolution and negotiation Building executive presence 		
Module 3: Strategic Thinking and Problem Solving	 Developing strategic thinking Problem solving frameworks Decision making under pressure 		
Module 4: Project Management for EAs	 Advanced project management tools and techniques Managing multiple projects and deadlines Stakeholder communication and reporting 		
Module 5: Financial Management for EAs	 Understanding change management principles Leading change initiatives Supporting executives through change 		
Module 6: Change Management	 Grasp organisational culture and structure Build relationships across the organisation Develop influencing and collaboration skills 		
Module 7: Managing Up and Across	 Managing relationships with executives Building cross-functional relationships Understanding organisational politics Effective stakeholder management 		
Module 8: Event Management and Logistics	 Planning and organising events Managing event logistics Post-event evaluation and follow-up 		
Module 9: Performance Measurement and Reporting	 Setting performance metrics and goals Tracking progress and analysing results Preparing and presenting reports to executives Conducting performance reviews 		
Module 10: Beyond Managerial EA Mastery	 Continuous learning and development Preparing for leadership roles Personal reflection and growth plans 		

Gold Membership

Get all that is within Bronze and Silver, plus:

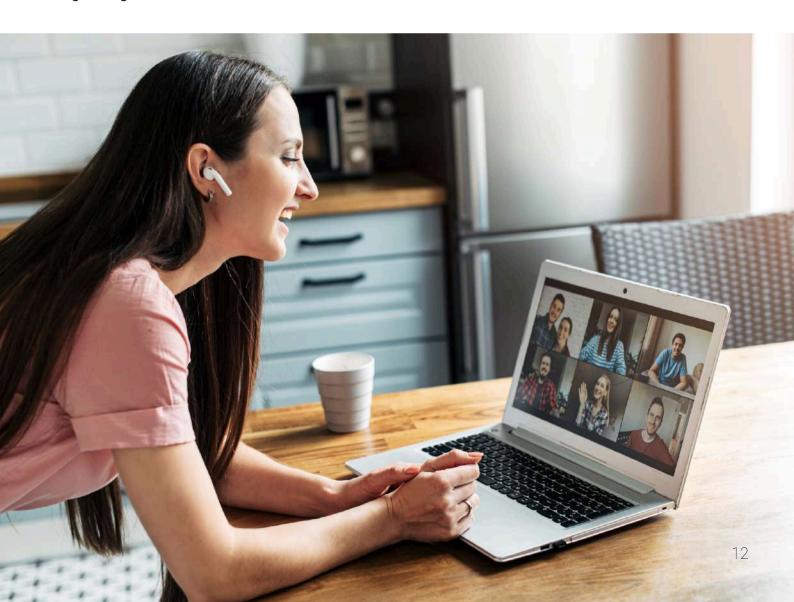
Monthly Coaching

The Monthly Coaching sessions are designed to help EA Managers navigate the complexities of their evolving roles. These sessions provide a dedicated space to tackle real challenges, sharpen problem-solving skills, and develop the strategic mindset needed to drive impact.

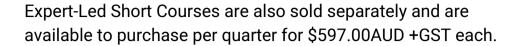
Using a coaching-first methodology, experienced facilitators guide discussions that encourage reflection, challenge assumptions, and uncover new approaches to leadership and management.

Rather than providing one-size-fits-all solutions, these sessions empower EAs to find their own answers through insightful questioning, peer collaboration, and proven problem-solving techniques. Gain clarity on leadership styles, enhance decision-making abilities, and create actionable plans that lead to measurable improvements in effectiveness.

Be part of a supportive network of like-minded EA Managers, sharing insights and strategies that keep EAs growing.



Quarterly Expert-Led Short Courses





Quarter	Content
Q1 - Strategic Management and Operational Excellence	Example Expert-Led Short Courses: • Al for EAs • Advanced Project Management Techniques • Strategic Thinking and Decision-Making • Operational Efficiency and Process Optimisation • Crisis Management and Problem Solving
Q2 - Leadership and Strategic Influence	Example Expert-Led Short Courses: Psychology of Influence Developing Leadership Styles and Approaches Mastering Strategic Communication Techniques Influencing Without Authority Building and Maintaining Executive Presence
Q3 - Advanced Communication and Relationship Management	 Example Expert-Led Short Courses: Enhancing Interpersonal and Negotiation Skills Managing Up and Across: Strategies for EA Managers Building Cross-Functional Teams and Collaboration Navigating Organisational Politics
Q4 - Financial Acuity and Change Leadership	Example Expert-Led Short Courses: • Financial Reporting and Budget Management for EAs • Leading Organisational Change Initiatives • Cost Reduction Strategies and Financial Decision-Making • Understanding and Managing Financial Risks

Some Of Our Recent Experts



Lisa Coletta Corporate Governance Specialist



Tracey Kitching AI Consultant



Darcy Smyth
Psychology Training
and Mentoring



Robyn Greaves Tech Entrepreneur

Learning Outcomes

Strategic Communication

Develop advanced communication skills to influence and manage relationships effectively across the organisation.

Project Management

Master project and task management techniques to efficiently prioritise and delegate tasks. Implement effective performance management practices to set goals, conduct reviews, and mentor junior staff.

Strategic Thinking
Enhance strategic thinking and problem solving abilities to support executive decision-making.

Navigate The Organisation

Gain a deep understanding of organisational dynamics and learn how to navigate and influence them.

Financial Management

Acquire skills in budgeting, financial reporting, expense management, and understanding financial statements

Change Management

Understand and lead change management initiatives to support organisational growth and adaptation.

Event Management

Develop expertise in planning and executing successful events, from logistics to execution.

Performance Management
Implement effective performance management practices to set goals, conduct reviews, and mentor junior staff.

EA Leader



The EA Leader level for Executive Assistants who aspire to be true strategic partners.

The self-paced program builds expertise in vision-setting, executive collaboration, organisational leadership, innovation, and governance.

The live Platinum Membership offers a high-level Mastermind program, peer support, and deep-dive sessions to refine leadership influence and impact.

Who It's For:

- Managerial EAs seeking to elevate their leadership and strategic influence
- EAs ready to shape organisational culture and innovation
- Professionals committed to driving executive and business success

EA Leader- Self-Paced Course Curriculum

Modules	Content
Module 1: Introduction to EA Leadership	 From EA Manager to EA Leader Characteristics of effective EA Leaders Setting leadership goals
Module 2: Vision and Strategy Development	 Crafting a vision statement Strategic planning techniques Aligning team objectives with organisational goals
Module 3: Executive Partnership and Influence	 Building strategic partnerships Enhancing executive impact Navigating executive agendas Influencing organisational direction
Module 4: Advanced Leadership Communication	 Communicating with impact Public speaking and presentation skills Media and stakeholder engagement Crisis communication
Module 5: Organisational Leadership and Culture	 Understanding organisational culture Leading cultural change Fostering an inclusive environment
Module 6: Innovation and Continuous Improvement	 Driving innovation within the EA role Implementing continuous improvement processes Leveraging technology for innovation
Module 7: Leadership Resilience and Well-being	 Managing relationships with executives Building cross-functional relationships Understanding organisational politics Effective stakeholder management
Module 8: Governance and Risk Management	 Understanding corporate governance Risk management strategies Compliance and regulatory requirements
Module 9: Leadership Ethics and Social Responsibility	 Ethical leadership practices Corporate social responsibility Leading with integrity
Module 10: Beyond EA Leadership Excellence	 Future-proofing your career Legacy building as a leader Lifelong learning and development

Platinum Membership - EA Leader Level

Get all that is within Bronze, Silver and Gold plus:

Quarterly Mastermind Online

The purpose of the Mastermind program is to provide Executive Assistants with direct insights into executive thinking and strategic approaches through interactive discussions with senior executives, CEOs, and other high-level leaders.

The sessions are designed to enhance understanding, foster strategic alignment, and improve support capabilities at the executive level.

Each session includes a Mentor Interview (45mins), Q&A Segment (15mins), Breakout Discussion Groups (30 mins) and a Peer Advisory Session (30 mins).

Quarter Content		Outcomes	
Q1 - Visionary Leadership and Strategic Alignment	 Example Topics: How top leaders develop long-term visions and strategic plans. Techniques leaders use to communicate and rally teams around a shared vision. Case studies on successful strategic alignment within major corporations. 	EAs will learn to formulate and communicate strategic visions to support key initiatives, align departmental tasks with company objectives for greater impact, and master communication strategies to promote the organisation's vision.	
Q2 - Executive Partnership and Strategic Influence Strategic Influence Example Topics: Insights into building robust executive partnerships and the dynamics involved. Strategies for influencing organisational strategy and decision-making processes. Real-life examples of successful executive influence without relying on formal authority.		EAs will learn to build and maintain influential partnerships with executives, become more proactive in their roles to influence decisions and outcomes, and develop skills to navigate and contribute to executive discussions as strategic partners.	
Q3 - Advanced Leadership Communication and Stakeholder Engagement	 Example Topics: Mastering executive-level communication for various scenarios, including high-stakes negotiations. Techniques for engaging different stakeholder groups effectively. Managing public relations and media engagement as a leader. 	EAs will master high-level communication skills for leadership scenarios, improve stakeholder engagement coordination for greater organisational coherence, and learn best practices for external communications to support executives in building a positive public image.	

Platinum - Online Quarterly Mastermind Cont.

Quarter	Content	Outcomes
Q4 - Leadership Ethics, Governance, and Organisational Culture	 Example Topics: The role of ethical leadership in shaping corporate culture and governance. Strategies for fostering an ethical work environment and implementing effective governance policies. The impact of leadership decisions on corporate social responsibility and organisational culture. 	EAs will understand the role of ethics and governance in leadership, gain insights into shaping organisational culture, and learn how to support corporate social responsibility initiatives aligned with company values.

Platinum - Online Quarterly Leadership Masterclasses

Quarter	Content	Outcomes
Q1 - Establishing Visionary Leadership through Context and Communication	Masterclass Topics: Understanding and creating context. The power of deep listening. Visioning and creating possibilities. Effective conversations for alignment and buy-in.	The first quarter masterclass is designed to empower EAs by expanding their understanding of how visionary leadership is crafted through the creation of context, effective listening, envisioning possibilities, and strategic communication. This masterclass focuses on the foundational skills that enable leaders to inspire and lead towards extraordinary outcomes.
Q2 - Navigating Challenges and Sustaining Momentum Masterclass Topics: Relationship to problems and overcoming challenges. Sustaining motivation amid setbacks. Distinguishing facts from interpretations. Managing reactions and maintaining commitment.		The second quarter masterclass focuses on equipping EAs with the skills to effectively navigate setbacks and maintain progress towards significant organisational goals. This quarter addresses the realities of leadership challenges, including handling objections, overcoming unforeseen hurdles, and sustaining motivation even under difficult circumstances.
Q3 - Creating Authentic Leadership Masterclass Topics: • Exploring personal success strategies and their limits. • Identifying and overcoming personal barriers. • Crafting your authentic leadership identity. • Leveraging personal history as a strength.		The third quarter masterclass is centered around developing a genuine leadership style that reflects personal values and experiences. This session encourages EAs to delve into their past achievements and challenges to understand how these have shaped their current leadership approach and how they can use this understanding to forge a path towards authentic leadership.

Quarter	Content	Outcomes
Q4 - Strategic Vision and Long- Term Planning	 Masterclass Topics: Visionary planning and long-term goal setting. Engaging in larger organizational or industry movements. Techniques for gaining buy-in and managing objections. Fundamentals of proactive leadership: action generation, honouring commitments, and recognition. 	The fourth quarter masterclass focuses on empowering EAs to think strategically about their roles and the broader impact they can have within their organisations and beyond. This session is designed to inspire EAs to engage deeply in their professional and personal lives by creating and participating in "games" that are worth playing, which means setting and striving for goals that are ambitious, fulfilling, and impactful.



Learning Outcomes

Vision and Strategy

Develop and articulate a clear vision and strategic plan that aligns with organisational goals

Executive Partnership

Build and enhance strategic partnerships with executives to influence organisational direction Master advanced communication skills for public speaking, media engagement, and crisis management.

Organisational Leadership

Understand and lead organisational culture change, fostering an inclusive and innovative environment.

Innovation Leadership

Drive continuous improvement and leverage technology to innovate within the EA role.

Resilience and Wellbeing

Build personal resilience and promote team well-being to sustain high performance.

Governance and Risk Management

Gain knowledge in corporate governance, risk management, and compliance to support organisational integrity.

Ethical and Social Responsibility

Develop expertise in planning and executing successful events, from logistics to execution.

Advanced Communication

Master advanced communication skills for public speaking, media engagement, and crisis management.



"Honestly, this course + the EA Institute Hub has been life changing! When I first started, I was soon to go on maternity leave, juggling a million things and trying to figure out how to step up in my role while keeping everything else in my life running. Now, I feel like I have such a clear vision of the EA I want to be... one who is irreplaceable, knowledgeable and constantly evolving. You've helped me think bigger, trust my instincts and take control of my career/life in a way I hadn't before.

If you have any time available (even if it's in the coming months as I can only imagine how your calendars look right now) I'd love to catch up and pick your brain on what else I can do, whether it's more courses, new mentors or anything else that will help me grow both personally and professionally."

"I show up with more confidence to ask my questions and am usually the first to speak in leadership meetings. I have more confidence to run point in many meetings at Board, Leadership and with my peers something I would never have done previously. I am even finding that board members are now coming to me for insights and my opinion on the best way forward with many of our projects."

"After completing the course my company continues to grow, my manager now entrusts that with one conversation I can deliver a clear project plan and implement accordingly. Many team members and managers love how I can gather all the intel from the different levels to deliver solutions that meet business requirements without compromising the work levels of the individuals."

"I wanted to take the opportunity to thank you both for the incredible journey I have experienced over the past two and a half years with EAI.

At the time of joining my very first course (Mindful EA), I was lost and drifting in an endless cycle of self doubt, severe imposter syndrome and feeling like my worth was defined by the perception of others and how well I fulfilled their expectations.

Fast forward to now and, whilst challenges continue to arise, I am equipped to navigate them and accept them as gifts for growth rather than setbacks. My resilience to ride the waves of challenge continues to strengthen and I cannot thank you enough for what you both, through CHPEA and the EAI community, have done in supporting my journey.

The goal setting workshop today was amazing - after receiving a 'gift for growth' yesterday, the session was exactly what I needed to realign my mindset, pivot and take back control of the situation I found myself in. I've done values before, but I loved the elicitation method you used Jacq - a different approach yet it still yielded the same values I've elicited previously which further confirmed my compass is solidly calibrated and giving me the confidence to stay the course and believe in myself.

I'm so glad I was able to join the Silver membership and be a part of today's workshop and have yet another opportunity to build new connections and be driven to stay accountable with the ongoing opportunities in the portal."

"Honestly, the program was a game-changer for me. Since finishing it, I got a pay bump and was promoted to a role with more responsibility—something I never thought I'd be ready for before. I've also taken on some projects/tasks that used to intimidate me, and I'm now mentoring new team members, which has been an unexpected but rewarding challenge."

"Before the program, I often felt like I was reacting to everything that came my way, just trying to keep up. Now, I show up with way more confidence. I feel more in control and can actually be proactive, thinking ahead instead of scrambling. I've learned to handle challenges calmly, and I've noticed that my leadership style has shifted—I'm much more focused on building real connections with the team and making sure everyone feels supported.

The feedback has been pretty amazing. My executive has pointed out how much more efficient I've become and how I've stepped up in decision-making. Even my colleagues have noticed my enhanced leadership abilities, often approaching me for guidance."

Pricing

Self-Paced Online Courses

Essentials for EA Technicians \$1,997.00 AUD + GSTEA Manager \$1,997.00 AUD + GSTEA Leader \$1,997.00 AUD + GSTMastery Bundle (All Three) \$5,392.00 AUD + GST

The EA Institute Membership Tiers

	Bronze	Silver (Technician Level)	Gold (Manager Level)	Platinum (Leader Level)
Price	Free	\$997/year	\$2,997/year	\$4,800/year
Thriving EA Community	Ø	•	•	②
Free online events and workshops	©	②	>	•
Monthly masterclasses	8	•	>	•
Quarterly goal-setting workshops	8	•	>	©
Annual goal-setting review	8	②	•	•
Quarterly expert-led short courses	8	8	S	S
Monthly group coaching	8	8	•	Ø
Quarterly online Masterminds	8	8	8	Ø
Quarterly leadership masterclasses	8	8	8	②

What's Next?

01

Book A Discovery Call

On this call, we will help you determine whether you're at the Technician, Manager, or Leader level. You'll also discuss your preferred learning style — self-paced course, live membership, or a combination.



02

Enrol And Get Started

If you're already a member, simply log in and purchase your course through the platform. If you're new, create an account to enrol and gain access to your learning materials.

Book Your Discovery Call

THE EA INSTITUTE