

# Hints and Tips Session – 31 May 2022

Members were asked to share their favourite things……

Those in **bold** came up quite a lot.

|  |
| --- |
| 1. **Favourite habit or routine for you?**
 |
| * **Coffee.**
* Coffee with catch-up and list things.
* Daily short catch-up at the start of the day.
* Tidy desk the night before.
* Forward planning the night before.
* **To do list** in order by days end.
* Daily diary prep (either first or last thing).
* **Get out for fresh air – walk**.
* Exercise regularly outside.
* Plan something nice during the week – a little treat.
* Reviewing the calendar.
* Working in the office.
* Lists – lots of them.
* Quick questions
	+ Task to the boss at the end of day.
	+ He responds overnight.
	+ I action in the morning.
* Wine.
* Regular breaks! And away from desk. (Coffee)
* Writing **a to do list**.
 |
| 1. **Favourite habit or routine for your CE?**
 |
| * Daily routines
	+ The night before I always go through the next day.
	+ Team hui 3 times per week.
	+ 8am diary ‘wrangle’.
	+ Trust in what is being done/under control.
	+ Coffee.
	+ Daily meeting to go through task list.
	+ Put a free fruit on their desk so they don’t go hungry.
* Weekly routines:
	+ **Meeting with CEO**
	+ Planning coffee breaks
	+ Encourage walking breaks
	+ A summary email at the end of the week with actions.
* Monthly
	+ Ask what is important to her that is coming up.
 |
| 1. **Favourite tool you use in your job?**
 |
| * Outlook
	+ Notes (colour code)
	+ **Tasks**
	+ Time zone (outlook calendar)
* World clock
	+ International meeting planner (live)
* **Teams planner**
* Various filing systems and spreadsheets
* **Excel**
* **OneNote**
* [Trello](https://trello.com/en) (for lists)
* [DeepL Translator](https://www.deepl.com/translator)
* iPad
* Chat messages for quick answers
* Organisation app with everyone’s contacts
* Shortcut control keys
 |
| 1. **Favourite tool your CE uses in their job?**
 |
| * **Their EA**
* Xero Hubdoc
* Outlook tasks
* Google lens (translates)
* Routine
* Setting expectations
* **iPad/phone**
* Teams Chat
 |
| 1. **Favourite technique to handle *your* stress?**
 |
| * Do one thing at a time.
* Prioritise.
* Humour.
* Walking home, reflecting on the day.
* **Go for a walk,** even just around the office.
* An early night.
* A glass of wine.
* Meditation – **breathe.** (Calm and Headspace Apps)
* “Do not disturb” Teams status
 |
| 1. **Favourite technique to handle your *CE’s* stress?**
 |
| * Prioritise.
* Coffee.
* Find out and **offer solutions** to the problem(s) causing the stress.
* Delegate/cancel/postpone.
* Take jobs away from them.
* Find the right time to interrupt.
 |
| 1. **Favourite tip for challenging conversations?**
 |
| * Active listening.
* Don’t be put off.
* Don’t judge.
* Being direct and sticking to the facts.
* Being calm (outwardly).
* **Prepare** – write things down, talk to others, role play.
* Questions: What do you think about? How do you feel about?
* Be clear and considerate.
* Regular 1:1 sessions to help with challenging conversations. Have a relationship base to start with.
* Warn that it’s coming up. Send/give a few points to be covered.
* Make notes.
* Be kind and honest, link the effect to how it makes you feel.
* Find out if everything is OK with the person’s mental health and/or personal life.
 |
| 1. **Favourite tip for managing upwards?**
 |
| * Get their buy in. Start with a conversation “ What do you think about..”
* Be confident.
* Quick response by using TeamsChat
* Be strong in directions.
* Be kind and honest. Suggest good ideas and give examples of desired outcome.
* A pre-cursor discussion that leads into the ‘who can do it’, ‘why they can do it’, ‘why others can’t do it’.
* Train my colleagues how to respond how I want/need them to – set clear expectations.
* Give tips.. you are their ear to the ground.
 |
| 1. **Favourite book/podcast/website/blogger for inspiration?**
 |
| * [Brene Brown](https://brenebrown.com/about) (YouTube)
* [Elizabeth Day – How to Fail](https://podcasts.apple.com/gb/podcast/how-to-fail-with-elizabeth-day/id1407451189) (podcast)
* [Groov](https://www.groovnow.com/) App
* [TED Talks](https://www.ted.com/talks)
* [The Leader Assistant](https://goburrows.com/podcast/) (podcast)
* [How to be Awesome at Your Job](https://awesomeatyourjob.com/podcast/) (podcast)
* [Webworm](https://www.webworm.co/)
* [No such thing as a fish](https://www.nosuchthingasafish.com/) (podcast)
 |
| 1. **Favourite quote or words of wisdom?**
 |
| * Plan less, reflect more.
* People will forget what you said and what you did, but they will never forget how you made them fee. (Maya Angelou)
* Sometimes you have to hug the cactus.
* Never put off for tomorrow what can be done today.
* **Don’t sweat the small stuff.**
* No 8 wire.
* Never forget the things you’ve done, only the things that you didn’t have the courage to do.
* What you do makes a difference and you have to decide what difference you want to make. (Jane Goodall)
* What anyone else things of me is none of my business.
* It’s the putting right that counts.
* You can’t change another person’s behaviour, but can change how you relate to them.
* That which doesn’t kill us makes us stronger.
 |
| 1. **Favourite activity to recharge your batteries?**
 |
| * **Walking** – inc. home, lunchtime,
* **Yoga**
* Reading
* **Gym**
* Cooking
* Seeing friends
* Nature
* People (especially when working from home)
* Once a day walk the floor otherwise can be isolated. (Have their own office)
* A good holiday.
* Swimming.
* Beach walk.
* Listening to music.
* Lunch
* Horse riding
* Running
* Intellectual conversation
* Sleeping in the weekend
* Sailing
 |
| 1. **Favourite thing about being an EA?**
 |
| * Being valued.
* People.
* Being ‘in the know’. Being the go-to person who has the knowledge.
* Entrusted.
* Knowing my boss knows I’m a good EA.
* I like being in the centre of things.
* Coordinating and organising things.
* Helping to make corporate life easier for people.
* You can make a real difference to your organisation.
* Satisfaction of seeing something right through.
* Service and trust.
* Knowing that everything went to plan.
* When I know I’ve done a great job and made my bosses life easier.
* Hear all the confidential. You know stuff.
* Being trusted colleague/advisor.
 |