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# Hints and Tips Session – 31 May 2022

Members were asked to share their favourite things……

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

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| 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. |