



PACE Tips and Tricks Session

Rydges Hotel, Wednesday 1 May 2024

Attendees were asked a question and given four minutes to discuss it with their fellow PACE members at their table and then report back. Below are the questions and the feedback received from the groups.

Thanks to everyone who came along and contributed to the discussion. It was a fun and engaging evening. We did have 10 questions up our sleeve to ask but as usual we ran out of time! :)

Question 1

What strategies do you use to ensure you and your CE, or equivalent, work well together?

- Regular 1:1 catch-ups (pref daily at least weekly)
- Good calendar management
- Agreement re inbox management
- Flagging emails
- Colour coding diary and calendar entries
- Good communications – no surprises
- Live in CE's inbox
- Forward planning, not just one week out but a month or more
- Microsoft 365 Lists
- Send travel arrangements to boss' partner

Question 2

How do you and your CE, or equivalent, engage on your personal development?

- Ongoing informal catchups
- Make PACE meetings a priority
- Goal setting
- Often have to be pro-active and say what you need in terms of PD
- Annual or 6 monthly review time
- If there is some training you want to do - ask for it and don't be afraid to
- Need to prioritise
- Being cost effective
- Support your vision and ideas

Question 3

How do you know you are valued by your CE or equivalent?

- Asks for my opinion
- Acknowledges my efforts in front of others formally and informally
- Values your input
- Confides in you
- Trusts your judgement and confidentiality
- Say's thank you and appreciates what you do – words of affirmation
- Has your back and goes into bat for you

Question 4

What strategies do you use when dealing with difficult personalities (internally and externally)?

- Show empathy, listen
- Understanding personalities
- Ask the question – what do they need?
- Flip the narrative
- Reset the mood
- Highlight the good
- Be direct
- Set boundaries
- Work out and understand how they work – what their style is

Question 5

Does your organisation use AI and if so, how are you using it in your job?

- Security is a concern – have to work around it
- Use EABuddy.com App
- Zoom AI – meeting minutes
- Use an internal form of ChatGBT
- Use it on personal cellphone so not on office network
- Microsoft Copilot – is a Generative AI (GenAI) companion that works across various Microsoft platforms. It adapts to your needs, assisting you in various tasks.

Question 6

Favourite thing about being an EA?

- Opinion respected
- Relationship building
- Being an anchor
- People confide in you
- Feeling important – magicians!!
- Knowing all the dirty secrets!
- Making sense of chaos
- Variety
- Get to be a bit bossy
- Inclusive senior management team
- More opportunities to grow
- Eyes and ears on the ground
- Helping people
- Able to be strategic and contributing
- Must be your authentic self to earn their respect
- “Go to” person

Question 7

Favourite tool you use in your job?

- Nespresso machine!
- Microsoft to do lists
- Quick Parts (Microsoft)
- MS One Notes
- Wireless charger mousepad
- Texting boss
- Miranda Time Zone App
- Microsoft Office / Outlook rules / Quick steps
- Spell check
- International meeting planner (online tool)