

I help Executive Assistants be perceived as indispensable by developing their strategic thinking and leadership skills and improving their 'power' (often referred to as 'soft') skills. I do this through online and face to face training and mentoring delivered one on one or in corporate training workshops.

I came to the role of Executive Assistant following a successful career in sales and marketing working for blue-chip companies such as IBM in Australia and North America. After an enforced career break due to Breast Cancer treatment I successfully applied for an Executive Assistant role operating under the delusion that it would be the perfect "all care and no responsibility" role to help ease me back into paid employment.

It did not take long to realize that I had been ill informed and that the role of Executive Assistant would require me to summon all the skills and capabilities I had spent my working life developing. I would be tested in ways I had not anticipated. I would be required to demonstrate a growth mindset and display levels of emotional intelligence that should have triggered a tsunami warning.

I am also the host of Being Indispensable, a podcast that started as a way for me to find inspiration and to help make sense of the challenges that the role of Executive Assistant was presenting me with. Not how to be better at travel bookings or become more proficient at Powerpoint (although those skills can always do with improvement) but how other EAs coped with the all encompassing nature of the role and the need to wear so many hats at the one time.

It soon became clear that Executive Assistants valued having their dose of 'Vitamin L' and I began to be invited to speak at conferences and events on how vital it is for EA's to develop their Emotional Intelligence, Interpersonal and Communication skills in order to move from simply being functionally effective to being strategically effective and indispensable. I have now developed the Knowing Assistant framework that outlines development and essential capabilities in five key areas:

1. Knowing Yourself
2. Knowing Your Manager
3. Knowing Your Organisation
4. Knowing Your Job
5. Knowing Your Power Skills

I have been thrilled to be able to shine a light on the incredible contribution EA's make to their respective business leader and organisations and use the platform of podcasting to share leadership thinking that will help EA's develop the skills and mindset required to be perceived as indispensable or a 'linchpin' to coin a Seth Godin term.