

Building A Star Partnership Webinar Chat History

Message

Hello from Cupertino!

Hello from foggy Madison, WI

Hi from Madrid!

Hello from St. Petersburg, FL

Hello :)

Hello from San Diego!

Hello from New York City!!

Hello from Oak Ridge, TN!!

Hello from Columbia, SC

Hello all!

HELLLOOOO from SUNNY STL!!!

Hello from Toronto, Ontario Canada

Dee from Alturas, CA

Hello from Peoria!

Hello from King of Prussia, PA!

Greetings from Phoenix to all!

Hello from Grand Rapids, MI

hello from Irvine, CA

Hello from Omaha, NE

Hello from Columbus Ohio

Hello from Colorado Springs

Hello Everyone, from rainy Nashville, TN!

Hello from Rockville, MD!

Hi, from Columbus Ohio

Hello from Frot Wayne, IN

Hello from Utah

Hello fro Illinois

Helllo from VA

Hello from MSP!

Hello from Shippensburg Pennsylvania

Hello from Nashville, TN

Hello from IL

Hello, from Cheyenne, WY!

Hello from Kent, Ohio

Hello from Columbus, OH

Hello from Charlotte, NC

Hello from Birmingham, AL

Hello from Ann arbor, MI :)

Hello from Atlanta, GA

good morning from lv,nv!
Happy Tuesday from San Antonio, TX
Hello from rainy Columbus Ohio!
Hi from Cleveland, OH
Hi from Boise, ID
Hello from Lake Forest, IL
Hello from Charlotte NC
Hello from Valhall, NY
Hi from Portland, OR
Helleo
Good afternoon from Raleigh, NC
HELLO FROM ONTARIO
Good afternoon from Columbus OH
Hello from San Francisco
Hello from Nashville
Hello from Nashville TN!!
Hi! from Asheville NC
Hello from Chattanooga TN
good afternoon from san antonio!
hi from Jamaica
Hello from Denver on this sunny morning!
Hello from Bermuda
Hello from sunny Houston!
Hi Joan, It's Joanne from New York
Hello from Sutter Creek, CA
Hello from Columbus, OH
Hi from Vonore, TN
Howdy from Seattle
Marybeth from SC
Cindy
Hello from foggy Geneva, IL
Hello from Toronto, ON
Hello from Steelcase in Grand Rapids MI
Hi from Poughkeepsie, NY
Hello from Louisville Kentucky
hello from sunny Louisville
Hello from Kansas City KS
hello from San Jose, CA
Hello everyone! Ivory from Baytown Texas
Hello Vancouver, Canada.
Hello from New York
Hi Everyone
Hello, this is Astrid from Frankfurt/Germany
Hello from Mt Sterling, OH

Hello Joan from Salt Lake City, UT
Hello from Glenview, Illinois
Hello from Washington, DC
Hello from NC
Hello from Denver, CO
Hello from Wisconsin
Hello from Old Cape Cod
Hello from Dallas :)
Hello from Newark, DE
Hello from El Segundo, CA
Hello from Chicago, IL :)
Hello from Lincoln, NE
Hi from Pittsburgh pa
Hello from NY
Hello from Nashville TN
Hello from DC
Hi from rainy Burbank, CA!!
Greetings from Danville, PA
Hi from Minnesota!
Hello from Houston Tx
Hello from San Antonio, TX
cindy
Good Morning
Hi from VA
Hello from Toronto, ON Canada
Hello from Armonk, NY
Greetings from Delaware, OH!
hi from IBM in Yorktown
Hello for Charleston, SC
Hello from Dublin Ireland
Hello from Lansing, MI!
Hello from Waukegan, IL
Hello!
Hello from Columbia, MD
Hello from Iowa
Hello from Virginia Beach VA
Hello from Munich, Germany!
Hello from Sunny Orlando, FL
hello from petersburg, ky
Good day!
Hello from Phoenix!
Colleen from Philadelphia, PA sending greetings.
Winifred
Hello from Richmond Virginia

Hello from Toronto, Canada! Looking forward to another wonderful webinar! :-)
Hello from Cincinnati, OH
Hello from Calgary AB
Good afternoon from Illinois
Greetings from Birmingham Alabama
Hello from Charles Town, WV
Hello from Chicago
Hello from Chicago, Illinois
Hello from Highland, CA
Hi from Richmond CA
Hi from De Pere, WI
Hi from Longview Wa
Greetings from snowy Minneapolis, MN!
Hello from Daytona Beach, FLA
Hello from San Ramon
Hello from Half Moon Bay, CA
Hi from Memphis Tennessee - Elvis country
Hello from NJ
Hello from Ohio
hello from Tunisia
Hello from Dallas, TX
hello from Michigan
offline
Hello from Columbus, OH
Hello from very cold, snowy Calgary Alberta
from NJ
Hello Angela from St. Louis
Hello from Quebec, Canada
Hello from OKC
Greetings from GE Aviation!
Hello from Armonk
Greetings from Phoenix!
Hello from London
Greetings from St. Paul MN
Hello from foggy Madison WI
Hi- from cloudy Ohio
Hello From Lebanon NH
Hello from Lynette, Allyson and Karen.....JMMB Bank in sunny Trinidad and Tobago
Hello from Central Florida!
Hi from Pittsburgh, PA
Hi from Chattanooga, TN
Hi from Portland, OR!
Hello from Dallas TX
Hello from Patriots Nation

Hello from Gainesville, FL
is there a dial-in available
Greetings from Athens Georgia
Hello from New Jersey!
Hello from sunny Miami, FL.
Hello from NY
Hello from Missouri City, TX
Hello, from Kansas City, KS
Hello from Long Island
Hello from Austin!
Helo from Addison
Good morning from Huntington Beach, CA!
Hello from Dallas
Hello from Manistee Michigan
Hello from Berklee College of Music - Boston!
Hey Y'all from Little Rock, AR
Tina from Arizona
Hello from Chicago
Hello from Atlanta, GA
Hello from a frigid Edmonton, Alberta
Hello from Atlanta
Greetings from St. Paul, MN
Hi from Paris
Hello from Dayton OH!!
Hello from Winnipeg!
Hello from West Sacramento, CA!
Hello from Missouri
Hello from Watsonville
Hello from Horicon, WI
Hello from Buffalo NY
Hello from Serena Ma, CA
Hello from the Ohio School for the Deaf/Ohio State School for the Blind
hello from Salem Oregon
Hello from Oregon
Hello from Burbank
Hello from Washington, D.C.
Hello from Ann Arobr, Michigan
Hi from Washington State
Hi Joan. Thank you for hosting another webinar.
Hello from Audubon, PA
Hello from the UK
Hello from Waukesha, WI
Robin from Omaha
Hello from CT!

Diane - Collegedale, TN
Hello, from Gettysburg, PA!!
Hello from Columbus Ohio
Hello from Council Bluffs, Iowa
Hi from Nashville!
Hello from Ohio University!
Hi Joan and Melia
Hello from Silverton, Idaho
Hello from PA.
Hello from Saskatoon SK, Canada, where it's -27 degrees Celcius!
Hello from NW Arkansas !
Hello from Dallas TX
Hello!
Hello from Sioux Falls, SD
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Denise from WA state
Hello from Cristal Portland Maine
Hi from Oregon
Aloha from Hilo, Hawai`i
hi from Raleigh NC
Hello from California
Hello from sunny or should I say rainy California
Hi, From Carolyne in AZ
Hello from Wisconsin!!
Hello from Chattanooga, TN
Good morning from chilly -36 Alberta
Hello from Birmingham, AL. First time, new to position!
Hello from Austin Texas.. 80 degrees here today!!!
Hello from Cincinnati, OH
Hello from Helena MT
Hi form Pittsburgh, PA
Hello from Maryland
Hi from IBM Yorktown, NY
Hello from Nebraska
Hello from Tulsa, OK
Hi from Moffitt
Hello from New Orleans, LA
Denise Vargas - San Ramon, CA
Hi from Memphis!
Hello from Gail in Mpls, MN
Lori D from Green Bay Wi
Hello from Cincinnati
Hi from Leeds, UK

Hi from Harrisburg, PA
Hello From Monterey, CA
Charlotte, NC
Hi from Fredericton
Greetings from O H I O
Doreen .. Saying hello from rainy NYC!
Hello for wet & stormy Livermore, CA!
Hello from The City of Plano!
Hi from Dallas
Hello from Plymouth MI
Hello from Redmon, WA
Good Morning from Denver!
Hello from not so sunny La Jolla
Greetings from Times Square, NYC!
Hello
Hello from Virginia Beach, VA 70+degrees
hello from Orlando Florida
Everything looks good so far!!!!
Hi From Kansas City
Hello from Minnapolis
Hello from Jersey City
Hello from Armonk, NY!
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Hi Columbus
Colleen from Fairfield Medical Center
hello from the Jersey Shore!
Hello from wet & stormy Livermore, CA
Cheers from Texas
Hello from Kansas City, MO
Hi from NYC
Hello from Saiont John, NB, Canada
Hello from Boise!
Hello from NY Amy
wow I saw a Livermore Ca flash by, small world! :D Livemorian too
Hi from cloudy Phoenix
Patricia
Hello from Athens, TN
Hello from Glendale, CA
hello from the land of -35 Regina, SK Canada
Yes we are ready
Hello from NY
Hello from FL

.

Hello from Columbus, Ohio

Greetings everyone!

Squamish BC checking in

Hello from cloudy Peoria.Illinois

hello from dallas

Where can we get the handout please?

Hello from Sunny Miami, FL

hello from Burbank, CA

If you are having issues, try the reconnect button at the bottom of the page or refresh your browser and clear your cache if you are not seeing the webinar live-feed. Chrome and Firefox are recommended.

Hello from Phoenix, AZ

Hello from icy Minnesota

Hi from NJ

Oh, I missed the survey.

Hello from Chicago, IL!!!

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Hi from Richmond BC Canada. It's sunny here but cold.

Hello from Regina, Saskatchewan in Canada! :)

Hello from Columbus, OH

Good afternoon from Florida

Greetings from Jacksonville, Florida!!

Sorry, running late from a meeting. Hello from New Orleans

I support 4 top execs and a team of 18

where is the handout

HANDOUT:Â <https://officedynamics.com/wp-content/uploads/2017/02/Building-A-Star-Partnership-Webinar-Handout.pdf>

this new platform is terrible, it's buffering too much I can't watch it.

I support 18

1

2

5

3

1

2

1

6

4

Hello from Plano!

3

5

4

I work with 3

1

3

I support 3 :)

2

1

6

5

1

I support 5 VPs on a daily basis plus their Directors.

2

2

4

2 plus 6 MDs

1 Senior VP

three VPs

I support 3

1

4

I support 1

3

1

5

6

2 and their teams

3

4

2

3

3

9

9

this is my first time support 1 - love it

6

6

1

I support 8 managers.

7

If you're seeing a blurry screen it's likely the resolution on your end (due to bandwidth). Try closing all other tabs and programs to help increase your bandwidth dedicated to the program.

2 VPs

5

dept of 58

1 SVP and 10 Directors and Managers

4

2 band b level execs

3

1

I support 7 people.

I support 2 execs

10 leaders and enjoy every bit

I support 8 Managers.

2

I officially support the CEO, but unofficially support 4 other executives more than 10

2

4-Feb

3

I currently support one manager. I have, in the past, supported as many as 5.

2

2 senior executives

3

3

I support 2 specifically but am available to support 5.

3, secondary support to 3 more

3

2

1 support 1 SVP

21 in 3 different cities: Vancouver, New York and Houston

5

4 Directors and a team of 60

5

4

I support 4 C-level's and 3 managers..yikes is right!

2 officially, plus 1 interim and a team of 20

1 fulltime, 5 partial

2 directly and 8 indirectly

I support 10-12

1 EVP, 1 SVP, and the team who are based all over the country.

Has it started yet? I don't see or hear anything?

I'm one of the lucky ones that primarily supports 1 person

I directly support 1 SVP/CFO. He has a staff of 4 VP's and 80+ employees.

6

2 Directors, 1 Manager, and 2 Teams (15 & 7)

5

I cannot here anything

okay but work to do

SVP, director & 15 people

I have a General Manager high level exec

Right now - 1

I support 3 VPs

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Judi 6

10

2

The second choice on the relationship. Communication gets lost many times.

2

1

1 but I also cover for two other executive assistants

I support three (3) managers

1 Director, 3 managers

4

6

1 president

Support more than 10

2 and help the dept.

4

where do I find the handouts??

1 direct support and 4 program managers

1 EVP, 1 Director and 2 Managers

1 Exec Director, 5 managers, and a staff of 11 located in several different areas of the state

I support 3 executives

Support 1 tis year but also team when required

4 Regional Staff - 11 District Managers

1 Chief, 2 Captains, 7 Sergeants

I support 1 Executive and 5 Tech Officers as well as over 100 staff

I am grateful to have an awesome partnership with all of them

in the handout 2nd page direction: duplicate grid:. The website for this is Executives and Assistants Working In Partnership: The Definitive Guide to Success

3

3 Sr Mgrs & 6 Mgrs

3

I support four managers

1 GM

Just one but occasionally do work for others

8

6 executives

5-Mar

3

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We have a awesome strategic partnership in place!

4

Awesome partnership and looking to keep it fresh and always recharged and challenged

5 manager

6

1 manager and team of 15

Will the handout be sent out? I didn't receive it.

I support the CEO and co-support 4 cabinet members.

HANDOUT: <https://officedynamics.com/wp-content/uploads/2017/02/Building-A-Star-Partnership-Webinar-Handout.pdf>

I support 10

wht is being discussed right now

5

I support 1 CIO/1 Asst. Treasurer , 2 VP, and 4 Directors.

I directly support 2, a Director and an AVP but also have to be available for our team of 25 consultants and 2 other directors on our team

currently support 6

Has the meeting started?

9 people 1 is a VP; 2 are Directors

Somewhere between Stage 2 and Stage 3

In the 60%

I support 5 managers, in Syracuse NY

Judi Johnson/ Nationwiide Ins total of 5

Support 3 but need I to be available for 3 other executives.

1 SVP

Thank you!

Support two - Dean of Berklee City Music and the director of the Program

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13

We have an okay relationship but we have a lot of work to do. We need work on communication and who does what!!

5 managers team of 30

10-May

No it hasn't started yet here.

1 SVP, 10 VP's, 83 peers

Stage 1

The webinar has started. If you are having issues, try the reconnect button at the bottom of the page or refresh your browser and clear your cache if you are not seeing the webinar live-feed. Chrome and Firefox are recommended.

3 + the team of 5

I have supported two but now only one as the work load has increased. I consider myself very fortunate. Supporting one allows me to focus on making our dept. the best it can be.

1 CEO, 4 senior execs

With all my people I support i also have 9 analysts

If you are having issues, try the reconnect button at the bottom of the page or refresh your browser and clear your cache if you are not seeing the webinar live-feed. Chrome and Firefox are recommended.

I support 1 - the President & CEO of our company.

7 managers and a team of 130

2 senior execs

It hasn't started here either

1 VP, 3 Managers and 56 peers

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I support one manager

I support the CEO and 8 department heads when needed.

Sorry have a fire to put out, thank you!

1 AVP, 1 manager and a team of 16

I don't see anything on the screen it says sit tight the presenter hasn't started the broadcast yet I've tried several times to team build with my manager with no success. Any suggestions?

Has the webinar started? I do not have visual or audio.

I supported the entire office of approximately 20 employees.

One VP, one AVP, many managers and non-mgmt personnel

I support 3 managers, VP of Sales, CFO and company President. Brisk pass but I love every moment

have we started ?

2 Co CEOs, 1 Pres., 1 VP + team of 18

I cannot see or hear iether.

Yes. If you are having issues, try the reconnect button at the bottom of the page or refresh your browser and clear your cache if you are not seeing the webinar live-feed. Chrome and Firefox are recommended.

I just have the "sit tight" screen, Gail.

Yes, webinar has started. Try clearing your cache

If you are having issues, try the reconnect button at the bottom of the page or refresh your browser and clear your cache if you are not seeing the webinar live-feed. Chrome and Firefox are recommended.

stage 2

I am at Stage 3 and enjoy it with my CEO

Amy 7plus

Star Partnership

1

Stage 2

2

Stage 2

How to get my executive to stop calling and emailing after work and on the weekends when I am off. Tried talking to her several times. I get in trouble for sending emails after I am off work. Executive doesn't care.

Stage 2

2

Stage 1.5

Stage 3

stage 1 on the verge of stage 2

I'm at stage 3

Stage 2

stage 1

2

Stage 3

stage 1

Stage 2

3

Stage 2

Stage 2

Stage 2

stage 1

Stage 2 and working toward Stage 3

Never got out of stage 3

Stage 3 with the 1 person I support, my COO

stage 2

Stage 2

stage 2

Stage 2

Stage 1

In and out of stage 3

2

Stage 2

between 1 - 2

3

I'm at Stage 3

definitely stage 3

Stage 2

Stage 1

Stage 2.5

1

Stage 1

2

stage 2 for now

Stage 2

stage 2

I am having severe buffering issues. I hope to receive a link to a recording that I can listen to later.

Ilene Stage 1

The Star Partnership

I recently started my current position so I feel I'm @ Stage 1.

Stage 2

1.5

judi stage 3

Definitely stage 3.

We're just beginning Stage 2.

Stage 2

Between stage 2/3 with one and 3 with another

I've been with my executive for 4 years - we are at stage 3. He lets everyone know that I am his business partner.

Stage 1, struggling with certain things.

stage 2

Stage 2 after one year together.

Stage 3

beginning stage 3

Stage 3 with one manager and Stage 1 with the other.

3

I'm in stage 2

Beginning of stage 2

top of stage one. newish CEO. I'm an experienced assistant. we don't always mesh.

Stage 1

Stage 2/3

Stage 3 close to stage 3

mid - stage 2

Stage 2

My manager and I are om Stage 2.

Stage 1

Stage 3

Stage 3 w/my main support/SVP

beginning stage 3

In our department, if you do not hold a degree, RN, you are considered a no one. How can we break this status?

3

Stage 1

Stage 3

Stage 2

Stage 3

Stage 2

im @ 2

stage 2 1/2

Stage 1

i Just joined. Would you please review the stages?

Stage 1

Just Stage 1. New boss.

Stage 1 on the topper part

stage 1. new person is president, formerly vp, and kept me out of the loop when changes were being made

stage 3

I meant we never got to stage 1

Stage 2

approaching stage 3

Stage 2

Stage 2

Stage 1

Stage 2

1.5

In between Stage 2 & 3

Stage 2

Stage 2+

2

2

3

Stage 2

Judi stage 2

2.5

Stage 3

stage 1 towards 2

Stage 2.5

Stage 3

I would say stage 1 and 2 with my VPs

stage 2

I support 5 very busy execs. I'm in all 3 stages depending on the executive

beginning of stage 3

Stage 1 - only at the company for 3 months

2

For years I've begged to get into another stage, however I've been spinning my wheels and feel very burned out lately. How can I get out of it, and have them HEAR me?

Approaching stage 3

stage 2

1

3-Feb

Stage 2

inbetween stage 1 and stage 2

Between 2-3

definitely stage 1

Stage 1.5

2 going for 3

Stage 2.75

stage 1

3-Feb

Stage 2+

I am fairly new to the company so I am at a stage 1..we work well together so I anticipate Stage 2 soon!

3

2

Stage 2

with my primary executive I am fortunate enough to be in stage 3

been with this manager 1 year in stage 1 working on 2

stage 2

Stage 3 with my main Executive Stage 2 with my other two Execs

Stage 3 with my main VP...Stage 2 with all my others

Stage 2

Stage 2

2

Stage 3

2

Stage 2 with a great relationship

new to team, stage 1

I would say that I'm at Stage 2, but my role is different than an Executive Assistant. I am more of an office manager with some program support responsibilities. I don't manage my executive's calendar or do the traditional executive admin. assistant tasks most of the time.

Stage 2/3 with one VP; Stage 1 with other VP

I support 3 total. I'm at Stage 1 with one and Stage 2 with two

Does a strategic partnership look different depending on the industry you're in? How does an EA in a law firm support their attorneys strategically?

there is no broadcast or audio

If you are having issues, try the reconnect button at the bottom of the page or refresh your browser and clear your cache if you are not seeing the webinar live-feed. Chrome and Firefox are recommended.

Has the presentation begun as yet? Still seeing that it will begin in 60 secs.....about 5 mins. ago

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Click refresh! It's been on for about 13 minutes now...

I don't feel respected. My manager does not make time for me. When I do get a few minutes, she answers her phone and checks email.

sign in thru Chrome

Had to walk away, where are we on the handout

Lynda- I am in the same position. My title is Executive Assistant but my tasks are more of an Office manager. He doesn't travel and he keeps his own calendar. Other companies won't consider me because of the lack of travel planning and calendar management

Taylor: on % grid

Thank you Megan!!

My boss got me a standing desk. It's great!! I'm glad there was money in the budget.

I have a 6-month and annual performance review with my boss as well as a monthly meeting with him to review where I am with my goals and objectives that I listed on the Leadership Development plan and CPT's.

Communication is KEY!

What % between the two answers is deemed a discrepancy?

Marilyn, take some travel planning workshops to add to your resume to cover that requirement
Stage 2

yes

Still with you. Hanging on every word

Thank you, Joan for sharing this great resource with us for free! Can't wait to use it.

cannot here anything no broadcast yet

yet

Thanks Donna.. does that mean you can simply say "yes you have experience" or would future employers ask for details

i watch these via my mobile - (those who are having issues on the computer). works great!

You are right, Joan. That first conversation is the hardest, but the payoff is fantastic!

You can learn so much by simply observing in meetings!

You can let them know that you are preparing for moving to the next level of your career and since you do not have actual travel planning experience you took workshops and have done some mock arrangements.

How do we get our leaders to realize that our partnership is very important...and go to give us the time we deserve....

Great resource - can't wait to see where I sit against my executives expectation!

The sound appears to be working at this time. If you aren't able to hear the program it's likely the root cause is on your end. Check your device settings or get IT to help. You can also try the reconnect button at the bottom. Thank you.

how do we get our leaders to appreciate and respect our partnership?

Good question, Laura. Right there with you.

AMEN!

Avoid analysis paralysis.

this is huge. My boss gets frustrated when people aren't direct reconnecting...

What do we do when another executive sabotages our efforts?

Gotcha.. thanks a bunch

I like to announce in person and in email what is on my plate for the day.

What a great tool Joan. Kudos to you for sharing this with us. I certainly appreciate your webinars being accessible to all. Truly a brilliant idea.

I also touch base again with executive to find out if any changes have occurred.

I am lucky and have a great executive - but it has taken 3 years to get towards stage 3 - am I gained more respect when I communicated more clearly, honestly and more regularly and our relationship came on in leaps and bounds. It was hard work, scary but has been so worth it. Email does not always work, so I enjoy hearing a voice on the other end to confirm expectations and upcoming events and meetings.

I agree Ivory - I have follow-up calls with my executive to make sure we are aligned. If any changes have occurred, we communicate that and make the necessary modifications
Success in anything takes time and effort...@ stage 3 with my exec and agree with Heather, it has taken work and time

Executives use these words with their colleagues. Don't let them come down to a different level when talking with you!

So true Julie.

thank you for providing some of these webinars for free..not all of us have the opportunity to become a member of your great organizationn!

1.5

Joan, you are doing fantastic! Miss Jasmine in the other room though :)

Can we please get the link again for the manual?

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Thank you.

My execs and I are big texters, and that often works for us.

Thank you for expressing the holistic approach and strong speech with managers.

My supervisor is an introvert. It is hard to communicate with him because he likes his alone time to answer emails, etc. This creates a big challenge for me. He does not want to meet on a weekly basis to touchbase.

what page is she on

Daily huddles are a big success for us

page 6

page 6 Diana

Diana: "Steps to Providing Upward Feedback"

I am in 4 month of a new position within the same school. I find that because I have worked here for 5 years, that my manager expects me to know what I need to do. I was left really no direction and am frustrated. Any ideas on how to change this?

stop getting distracted with devices when I'm trying to talk with him

adjust calendar without letting me know

Be punctual.

Joan, I recall from a webinar where you mentioned being proactive and not waiting for the manager to ask the status.

Angela, as an introvert I share that we like very meaningful conversations. So I'd suggest scheduling a time and going very prepared.

know

1:1 meetings too review schedule

Amen Angela

start informing her team to respect and respond to my emails for info and/or assistance in assigned projects

I work for an executive who is almost daily a Donny downer!

Agree, talking more often

Reduce the amount of times we have to change the calendar and reschedule loads of appointments as it makes us look unorganized

better communication with his schedule. fill me in when things pop up so I know what is going on

Definitely share priorities more often

Would love to hear how to prepare for an effective performance management discussion.

Most managers do not understand what we do and tend to rate us correctly.

I'd like executives to stop assuming that we know what changes in priority were made at a meeting we did not attend, or that pertinent information/changes were communicated to me.

Take 5 minutes to talk to me

I want to get involved in more projects

Communicate - provide information so I can support better

Would like to stop micro managing. Meet with me instead of pushing me aside.

Start keeping me in the loop!!

To have his direct team reply to my e-mails and requests

Recognize my abilities

I would like my leader to have more confidence in my abilities

Give me feedback. When I ask he says what do you think?

All of these are parts of being in a STAR Partnership!

more often...more communication by person...not IM, or email...be more open to giving me more tasks and responsibilities

I agree Sandra. Changing the calendar and looking unorganized is my pet peeve:!

give me a clearer view on the projects he wants me to accomplish. Its hard to get things done when I cannot see his vision in his head.

that would be me, let me speak more for him

I wish for more open communication regardless of the subject matter.

Mary - UGH! I used to work with someone like that. I no sooner walked in the door on Monday & she was asking..Is it Friday yet? Is it time to go home yet? I spent so much time saying...it's

closer than it was this morning! It's closer than it was yesterday! It was DRAINING!!!

I like too team with my Executive on what is going on in his organization.

Let me see the big picture

more 1 x 1 time and feedback

Keep me in the loop on what they are involved in.

be proactive, ask those questions!

My SVP tends to procrastinate on tasks he doesn't want to do. I feel as though I have to hound him to complete them. There are some things I simply can not do for him.

Stop nitpicking on minute errors. Start giving positive feedback.

meetings!! yes!

Involve me in more of the projects

Start, Stop, Continue's - LOVE them!!!

Stop taking calls when we're in our 1:1

Start being more protective of my time. I'm your assistant! Please don't say yes on my behalf to others I help support

Start following the agenda items instead of just coming up with ideas that aren't on there

Would like my exec to spend more time developing relationships with his directs.

He could improve his "active" listening skills.

Holistic? Perhaps wholistic?

Wish he would treat all direct reports equally.

Answer questions that come from me via email quicker.

Commit to a regular time for our weekly check-ins; often a moving target.

I wish he would share his challenges with me more so I could fully understand where he is at. more 1x1 team time. too many meetings and not enough time to know importance

1. Be calm and direct

I wish my manager would start talking to me about things that are going to end up on my list of things to do.

Start relying on me more.

Too many meetings. People have department heads and still want to meet with my boss instead of going over everything with their department head and let him/her discuss with the president

yes, yes, and yes!!!!

2. Schedule and appropriate time to meet with your leader

I need more communication with my manager. I seem to be left out of the conversation and then cause upset when I ask questions.

I agree i wish he would share more with me to make his job more easier.

Jackie, I totally concur.

Stop: taking out frustrations on me when they need to be directed elsewhere; Start: treating me like part of a team; More often: Praise

I would like mine to stop saying yes to people and then telling me no afterwards I end up getting caught in the middle

Sorry, Michelle! :)

I would like my exec to stop changing her mind. She tells me to do something and as soon as I get deep into the project or task, she comes to me and has a change of plans.

The only thing that I would like for him to stop is staying after hours. He comes in later than I do and I need to go home! But then I can take off any time I need to.

I shared my executive needs to be on time to meetings more often, because it makes the department look bad when we are constantly late.

My executive communicates very well. However, his team does not always do the same.

Need more encouragement

okay, missed 10 mins to "communicate" with my exec! LOL!

3. Be collected : prepare your notes before walking into the meeting

Toni mine changes his all the time too

Would like to be kept in the loop when there are changes but he doesn't think I need to know.

I wish my office director would share more information on the meetings he attended and also his schedule

Make update meetings with me a priority. This meeting is generally the one that gets pushed and someone times i realize we haven't met all week.

Frustration level. He comes off as cool, calm and collected. I told him its either true or false.

Probably latter cuz he has been being sick alot

4. State the domino effect

Right, don't be all over the place.

My challenge is the "past" turmoil of the wrong people in the position. Position title changed from EA to AA, but I have the same if not more duties than the person before me.

Same here, Karen

Stop not showing up to external seminars after I've scrambled to get you in last minute. Kinda embarrassing...(& never an emergency, just didn't wanna go)

Most of mine are given at the last minute. I appreciate a heads up that something is coming.

The domino effect happens to me on a regular basis. No pre-planning and I hate it.

so, use "I, then" statements

5. Develop solutions or recommendations

6. Remain calm

what was #5?

I always struggled with taking time on my exec's calendar. I finally scheduled a reoccurring meeting with her. It occassionally gets moved, but she appreciates it and we have both really seen the value of our meetings.

what was number 3

7. Watch your body language and facial expression

recommendations

Is it possible to receive the chat after the webinar? Thank you.

I wish my manager would tell me when she taks a day off.

what is no.3?

3 = collective

8. Listen to your leader's version

Rebecca - Collected

If on the phone watch your tone

collected

@Mary does she share her calendar with you. That is the best way.

9. Focus on the issues

10. Be confident

I'm very lucky, my executive copies me on every email he sends out.

No worries Joan...we can scroll back through the chat to find the words! LOVE that!

11. Accept the outcome

That's awesome Brenda, he really trusts you. That speaks highly of you :)

I missed 10. what was the word

You are cutting out Joan

#10 Confident

12. Thank your leader for taking time to meet with you

AAAAMEN Sandra!!!

We will send the chat out with the replay link.

I appreciate that Joan. Because I want my managers to feel sure in my abilities
The female executive I support, makes it difficult to communicate with her.
I like that Elizabeth..would love to know how to be better prepared for a performance
conversation..they typically don't understand what we do.

#5?

#5 recommendations

What was # 4

#4 domino effect

Rarely

I do personal tasks

some personal tasks

I had a question about how to talk to my executive your tips for providing upward feedback was
very helpful and I am going to schedule a time to meet and address current issues. Thanks so
much

once in a while

dog sitting

yes

rarely

once in a while, not too often

no

Very rarely.

I do and I am fine with it. He is very appreciative.

I do personal tasks. All the time.

yes. Scheduling private events for them and travel

Yes, I do personal tasks. all that you have mentioned and then some

I am - helping with family obligations (family travel) and some minor errands

Dog sitting?

yes for one but not a lot and really it takes me very little time.

on occasion - book personal travel, dry cleaning , get lunch

Go to the postoffice, pick-up coffee

I am not currently asked to do any personal tasks for my executive

rarely

Personal appointments sometimes...hair cuts, dentist

rarely

I've helped purchase a home in another country!

What is #7?

personal tasks - very rarely. maybe once so far.

once awhile; not too often, private events, picking up lunch.

Schedule dr. appts., order presents for wife, purchase other gifts, etc.

i submit his health spending forms

yes, dog sitting :)

I'm asked to deal with personal task often. I try to say no as much as possible. I support 23
people but only one wants all the personal tasks.

I don't mind supporting more than one because it helps with expense management and also makes you more valuable!

I have never been asked to do personal tasks for any of my managers.

I was asked to prepare all personal tasks for my previous Exec. it took up ALOT of my personal and work time

But, my executive is always gracious about it, so I don't mind

I've dog sitted as well, once for 3 weeks

My previous boss --LOTS of personal tasks

At another job, I used to have to do homework for manager's son

not now but I have done my Director's Taxes

I've dog sitted too, for two dogs

IT was my job

Very minimal personal tasks

Very few personal tasks, occasional cups of tea when busy

not at all

very rarely and when i do i ask that they make sure its something i need to know

I used to be asked to do personal tasks (take care of her cats/dogs)

My last exec expected me to take care of their personal items

Yes, personal appts and I said no.

I do not do any..thank God I would jump!

I don't do any pesonal tasks for my execs.

Hybrid support for my VPs: Professional and personal support. It is more efficient to manage both areas for us.

handle mailings. def. have said no to personal tasks

My SVP does not like to ask me to do anything personal

No tasks are asked. She handles her own.

go to her house to get her dress for an event that she forgot

Yes, just scheduling some appointments, it doesn't take much time and I don't mind.

no personal tasks in my current role

Occassional personal travel

I handle my CEO's mortgage (>\$1M), all bank accounts (personal) and all medical appts. (weight loss and acupuncture. On top of office duties.

This manager, NONE. But I have had mgrs that I spent more time talking to their Mom than she did.

I felt the personal tasks were expected and thought to be a part of my job. I didn't appreciate it

I do have the discussion with all leaders I support

I have already been asked to hire a decorator and choose with him the decoration and furniture for a new house!

Not often - but I stress that its important to have the personal appointments on her calendar. I don't mind.

It is so difficulty to try to explain to a manager how valued we are to him and also to other teams. I make sure my manager is sent feedback on my perfomance but I can't get him to rate me higher than "met expectations". How can I communicate to him how others view my skills and abilities.

The rule is i do the directors work first and then i am available for the managers - having said that i have no problem getting things done as needed.

I don't mind scheduling hair or doctors appointments as those need to be done during working hours and I know their calendars better than they do and it frees them up to do things they need to do.

Remind them to pick up kids, put the crock pot on

Rescheduling dental and chiropracter when meeting conflicts crop up

Any suggestiions

If they ask for me to help out their teams one to one i have said no.

My Executive is a part of several out of work groups so I assist her with those tasks. These are not part of our business, but part of her role in the community. I enjoy assisting with these organizations.

What is #7? It is not listed in the blog

#7 facial

Love these webinars! Have to leave for a budget training. Thank you, Joan. :)

facial

I did love it!

Joan, you are my inspiration!

First webinar I attend with you - LOVED IT!!!

I will see you when you come to Chiago. I have already registered. I look forward to meeting you in person. Barb Muff

When are you coming to Paris ?

Joan, you are awesome! On point and relevant!! Thank you!

I'll be in CHICAGO!!! Can't wait...

Are you ever coming to NC?

I'm never asked to do personal tasks

wish I could go

how do I keep my executive on point wit her tasks or follow-ups from meetings?

This was great. Lots of great tips and info

Joan? Are you ever coming to NC

What about coming to Boston? Would love to see you in this area.

Thank you Joan for another great webinar.

signing up after the Webinar :-)

Have really enjoyed this webinar. sound and picture are great. Wish I lived closer to Chicago

Joan, when will you be in NYC???

Thank You for sharing your lessons learned!!!

Joan, we would welcome you in Nashville, TN.

Can I purchase the procedural manuaol?

When are you coming to Paris ?

Thank you! You are very inspiring!! I have been an Admin for over 20 years and you have really motivated me to continue to build and grow my career!! Thank you so much!!

Would love you to do this workshop in the Tampa/St Pete, FL area.

Many thanks for a wonderful webinar!!!

Thank you, Joan - I'm looking forward to putting your ideas into action with my executive!

This was a great webinar! Thank you very much!

Another great webinar

Thank you for an excellent webinar excited to share and shock my executive here in Florida.

thank you Joan for all of these excellent strategies

Will you ever be in Syracuse NY?

Will an email be sent out post webinar with the Chicago event registration, lodging and details?

Speak openly and ask - I asked my exec about after hour calls and e-mails. The agreement is that if it's urgent, I have "take care of it" immediately. Otherwise, I'll look into it the next business day.

Any ideas in how to do so?

Would you recommend bringing our manager to Chicago with me?

Karen I hope you got paid for dog sitting

Great webinar Joan, Thank You!

How can I ask my boss in a respectful way to not take out undue frustrations on me?

I have a manager that will not speak to me directly because she was spoken to about being unprofessional - it's been almost a year how should i handle this?

I love Joan's article Maximizing your Assistant's Time because it's written to executives & very easy to give them as a conversation starter.

We would love to have you in Minneapolis/St Paul for the workshop!

Candace, do you know where we can find that article? Is it on the blog?

Megan - <https://officedynamics.com/wp-content/uploads/2015/08/Maximize-The-Time-and-Talents-Of-Your-Assistant.pdf>

<https://officedynamics.com/wp-content/uploads/2015/08/Maximize-The-Time-and-Talents-Of-Your-Assistant.pdf>

Our manager are being asked to be more engaging with their employees. I have noticed a big change with my executive. Now he asks me about my personal life and we share stories.

Awesome, thank you!

WOW Janie! WTHEEEZY! ;-)

We have more free articles here as well. <https://officedynamics.com/articles/>

I refuse to answer texts after hours from my boss.

I refuse to let the company supply me with a cell phone - i have my own personal and only two managers have the number and they are respectful of my time. If the company pays the bill - then i would have to let them all have the number and then i would be on call to them.

I respond the next morning when I get to work.

My executive will send emails after hours so that she captures her thoughts as they come up, and 99% of the time her expectation is for me to respond or take action the next work day.

Have a great day everyone! Thanks Joan, always worth while!

Same as Dee, my executive sends outside of hours but does not expect me to deal with out of hours

I actually do not mind helping with personal requests for them, and have even offered to be their PA, in addition...with the pay to go with it, of course.

Like others, my supers/mgrs send emails outside my working hours but don't expect that I answer them. As an hourly employee, I do not check work emails or respond to work texts outside working hours.

Agree that giving some gentle feedback will help so much -- my exec has improved in that area since hearing feedback about being on his phone during meetings.

My CEOs are very humble and gracious, so it really is a joy to work with and for them. I love taking care of them.

Work Life Balance is very important, but only we can set what those boundaries are for ourselves.

Thank you Joan! Have a great afternoon!

Thank you - another good session!

Thank you all!! Great webinar!

I did that.

Thanks Joan. Love your advice

Once I'm off work, it's my personal time -- life is too short to work or worry about work all the time, unless you are the owner

It didnt work.

Thanks for the session

Thank you great information!

I'm posting and cannot see my chat?

Thanks for the GREAT info what

I'm lucky to get a meeting once a month with my executive.

Our budget year goes from July 1 to June 30 of each year. I am not able to signup for any trainings ahead of the new budget year. Is there a way to get an extension on the bonus or promotions?

What was the total attendee for today webinar

Are You Too Busy for The Most Important Partner In Your Office? The Importance of Daily Huddles. <https://officedynamics.com/are-you-too-busy-for-the-most-important-partner-in-your-office-daily-huddles/>

Thanks again Joan for your time and sharing such valuable information with us.

My new boss heard me about huddles daily. He wanted to meet everyday at 8 a.m., but for a month he had meetings. How do you keep motivated

Thank you for another great hour of advice and assistance. Love you Joan!

I only get once time per month.

Yes - the exec seeing the benefit to THEM is so key!

How do I go about registering a group of admiins in my company for the 4/24 conference?

Thank you so much for your time Joan

THANK YOU!

Thank You! This was very helpful!

Thank you this was wonderful!

Thank you - great webinar

Loved your webinar - the first of many for me.
great session thank you very much!!

This was my first webinar - found great value!

Thank you...you're the BEST!!!!

Thank you Joan. I miss your assistant. :(

Thank you Joan!

Thank you. Great Webinar

Thank you for this webinar!

You are awesome Joan! Thank you for all you do!

Do you have any ideas?

So glad i attended this! Great job, Joan!!

Thank you, Joan for another great webinar! Appreciate them so much! I'm getting ready to start supporting a 2nd exec, so the reminders today were perfect timing.

Thank you Joan and Melia. Another great webinar.