

WASHINGTON STATE EXECUTIVE ASSISTANTS GROUP

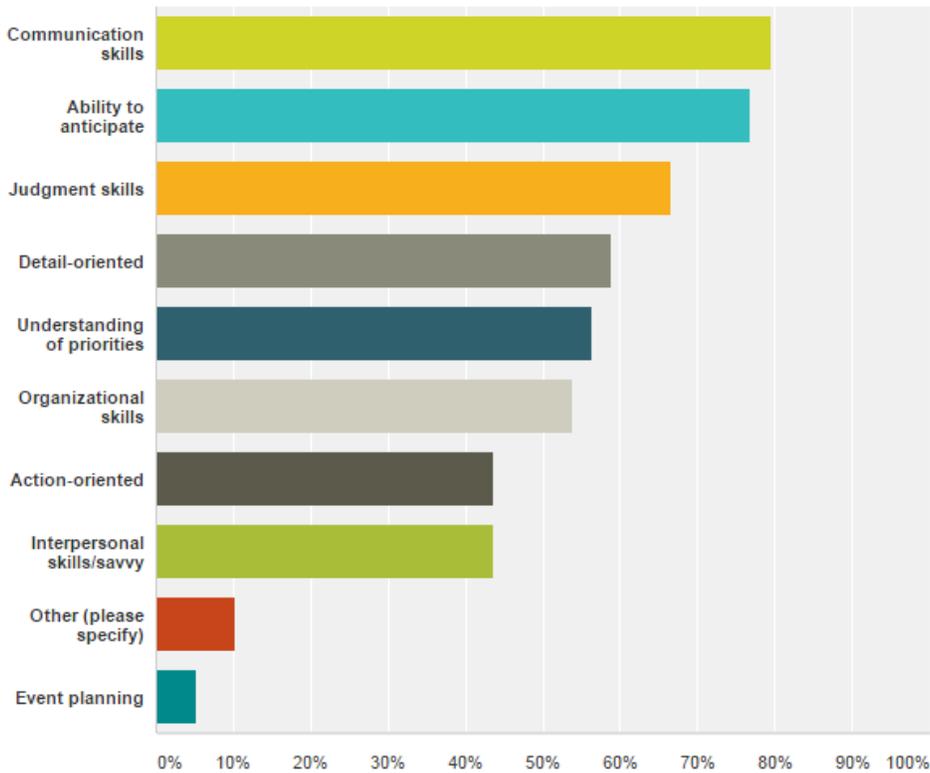


Executive Assistants Group Survey of Directors

Survey conducted: May 26 through June 10, 2016
Number of Respondents: 39

What five skills do you think are most important for an Executive Assistant to be successful in the workplace?

Answered: 39 Skipped: 0



“Other”:

1. Help keep us organized and manage competing priorities for our time and 2) Another set of eyes and ears on the organization to share information that might be in my blind spot

2. Understanding of the external agency environment

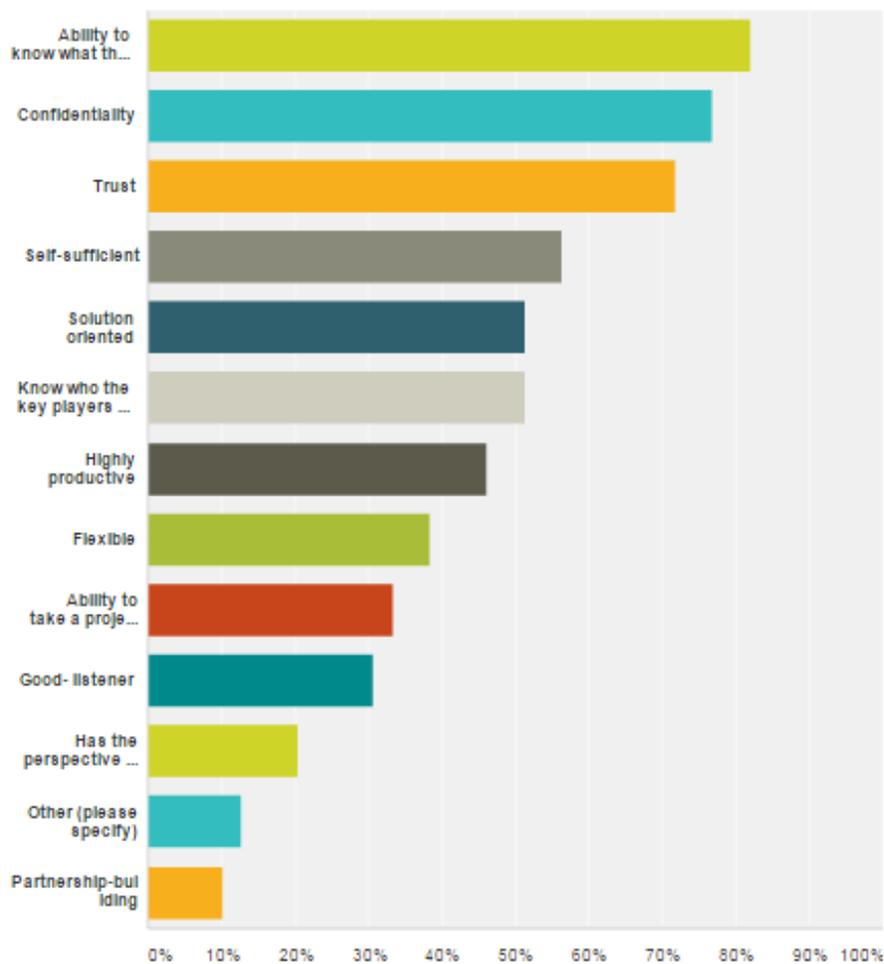
3. Total confidentiality and understanding of what and when to share information and with whom

4. All of the above

Answer Choices	Responses
Communication skills	79.49% 31
Ability to anticipate	76.92% 30
Judgment skills	66.67% 26
Detail-oriented	58.97% 23
Understanding of priorities	56.41% 22
Organizational skills	53.85% 21
Action-oriented	43.59% 17
Interpersonal skills/savvy	43.59% 17
Other (please specify)	Responses 10.26% 4
Event planning	5.13% 2

What top attributes do you think a top-notch Executive Assistant should possess?

Answered: 39 Skipped: 0



“Other”:

1. Professionalism in appearance and demeanor
2. Ability to work with people and is approachable
3. Extensive operational knowledge base
4. These are all key. I just noted top five.
5. A good manager

Answer Choices	Responses
Ability to know what their boss will need and be prepared with the answers/details	82.05% 32
Confidentiality	76.92% 30
Trust	71.79% 28
Self-sufficient	56.41% 22
Solution oriented	51.28% 20
Know who the key players are in their boss's world	51.28% 20
Highly productive	46.15% 18
Flexible	38.46% 15
Ability to take a project and work through all of the details and keep the manager informed along the way	33.33% 13
Good- listener	30.77% 12
Has the perspective to act as one team	20.51% 8
Other (please specify)	12.82% 5
Partnership-building	10.26% 4

In all your years in the workforce, what three to five attributes, traits, or behaviors have you admired in Executive Assistants?

- Enthusiasm, curiosity, efficiency and reputation sensitivity
- confidential loyalty anticipate my needs extend my capacity
- Organization, confidentiality, positivity, inter-personal communication
- Competent Self-sufficient Ability to know what the boss needs and prepared to with answers/details Confidentiality Trust Solution oriented Highly productive
- Professionalism, confidentiality, approachable, competent
- Emotional intelligence. 2. Actively seeks areas in which the division could improve, and makes suggestions of actions the assistant or director could take.
- Great writing skills Flexibility Independent thinker Organized
- Good judgment, trust, ability to act on my behalf
- Ability to juggle many competing demands, managing emotions (theirs and others), being reliable (for attendance, passing along information, completing routine/daily task such as gathering materials for and organizing daily briefing materials/books, scheduling appointments accurately and thoughtfully such as incorporating travel time and balancing difficult meetings in a calendar in a way that doesn't burn us out), taking responsibility for their learning, speaking truth to me, especially when others might not be.
- Anticipating future needs. Remembering to take action. Supporting other staff.
- I admire the competent EAs who know how to manage multiple competing demands and know how to get things accomplished.
- Wealth of knowledge. Ability to anticipate. Confidence.
- Trust, work ethic, communication skills
- be able to help others when Director cannot and know what the Director wants - if EA cannot act when Director is out or does not know what Director wants then it slows everything down
- Unflappability in the face of complex, conflicting pressures and unpleasant people. - Clarity of communication skills (grammar, focus, capturing my "voice") in written communications so I don't have to write or edit everything. - Preparation - being ready for the things that are likely to come up. - Detail orientation. Making sure that all the appointments got moved, not most of them
- Professionalism, organizational skills, ability to communicate in writing and orally, maintain confidentiality and build relationships
- Anticipates my needs before I even know what they are. Keeps things confidential and looks out for my interests. Is a good communicator (oral and written) Work is high quality and timely
- Positive attitude; act as facilitator and not as a gate-keeper; organized; personality that clicks with the director; understands the political environment
- Speak truth to power Good Judgment Working independently
- Loyalty to agency, love of work, compassionate consideration of all.
- Professionalism, anticipatory skills, trust, writing skills, attention to teamwork and details.
- Confidentiality, trust, understand their bosses world, ability to anticipate

In all your years in the workforce, what three to five attributes, traits, or behaviors have you admired in Executive Assistants? (continued...)

- Interpersonal communications Ability to multi-task and get things done quickly. Understand state rules of public disclosure, lobbying, etc.
- Organization, excellent communication abilities, forward thinking, flexibility.
- Judgment, ability to convey messages in an expectation voice, intelligence, results orientation, data and financial skills, friendly but not friends
- Ability to anticipate. Courage to give me feedback to further goals of organization. Emotional intelligence. Ability to diffuse
- Integrity, trustworthiness, relationship building skills
- Relationship building when things are calm so that they had resources to call on when needed. The ability to anticipate and prepare for the supervisor's needs, coupled with being able to put oneself into the shoes of their boss. The best admins have been nurturers by nature.
- Trustworthiness. Understanding what "need to know" means. Attention to detail. Separating the critically important from the routine (ability to prioritize).

- Organizational skills, communication skills, Interpersonal skills, exercising good judgment, Ability to represent the boss / agency
- Ability to grow, learn, and adapt.
- Ability to provide clear direction to others 2. Support the executive leader 3. Work effectively and anticipate needed supports 4. Provide research on related topics 5. Attend to details and work as a team with the executive director.
- Professional image, chief of staff qualities in controlling the office, in-my-head (anticipation), gets things done before asked, gets it right - the first time
- Productivity, not only in regard to assigned duties and responsibilities but recognizing ways to streamline or improve the manner in which our office carries out its core mission. Trust is listed above but a related underlying trait is "honesty", which is essential.
- Detail-oriented Punctual Reliable
- Dedication, Organizational Knowledge, Tact, Loyalty
- Same as above
- The ability to forecast the needs of their boss.

Do you have any advanced competencies that you seek in an Executive Assistant not already listed? (Negotiating, persuading, presenting, problem-solving, leading, and mentoring are all examples.)

- Creativity and leadership
- project management Leadership and mentor Teambuilder
- Problem solving; digital communication skills
- Problem-solving Negotiating Mentoring
- Coaching/mentoring; leading
- Problem-solving
- Presenting, problem-solving, good leader, good team player but ability to make sound decisions
- Mentoring other assistants; problem-solving; effectively serving as a gatekeeper by knowing when to direct people/problems to others in a manner that ensures people's needs are met;
- mentoring

Do you have any advanced competencies that you seek in an Executive Assistant not already listed? (Negotiating, persuading, presenting, problem-solving, leading, and mentoring are all examples.) (continued...)

- I think having sufficient technology skills to help problem solve is very useful.
- Written communication has been the most important to me in my Legislative role. In the managerial role running an agency it's the ability to leverage my presence - being able to get a larger set of the initiatives I care about done than I could on my own.
- An ability to help trouble shoot
- Mental horsepower, emotional intelligence, strong sense of self, ability to influence others
- Important to have an Exec Assistant that compliments you and flexes to your needs.
- loyal, confidential
- Mostly my assistant has other assistants reporting to them. They need to be good leaders. My assistant is an important part of my executive team, I want good executive judgment at all layers and a willingness to put in their two cents...
- Managing up!
- Problem solving, mentoring, leading a team,
- Problem solving or solution focused Mentoring and helping subordinates develop their skills and abilities. Ability to adapt to the situation without getting overwhelmed. They know how to prioritize and delegate duties or assignments to meet immediate requests or demands. Display a passion for their work and demand excellence. Have energy and love their job.
- Excellent interpersonal skills
- Persuasion, judgment is the biggest one, ability to represent the office and the agency well and to be held in high regard by all.
- Emotional intelligence. Cultural competency. Courage.
- Well versed in the use of technology. Team player, loyalty and intuitive
- Leading or facilitating a team. Often, admins are expected to have the answers and to work independently. I don't think we give them sufficient development to facilitate teams or lead a project group. This is a disservice to the admin and the organization.
- A superior knowledge of how state government works, the role of a member of the cabinet, the ability to identify an "above the fold on the front page" issue.
- Leading and mentoring, presenting
- Desire to gain new skills and seek future opportunities.
- Negotiation skills, ability to tell a person bad news (or good news) with empathy and tone to create a calm work environment.
- networked into the organization to provide back-channel issues and human conflicts that need attention before they escalate;
- Willingness to take on extra assignments, and takes pride in our office's achievements.
- Ability to apply previous experience to new or different circumstances.
- problem-solving and negotiating

In all your years in the workforce, what attributes, traits or behaviors have you admired in Executive Assistants?



Do you have any advanced competencies that you seek in an Executive Assistant that are not already listed?

