

## October 22<sup>nd</sup> - What it Takes to be the Best Administrative Professional

Ruthanne Krant facilitated this lively and interactive session, which was well attended by members and guests, including some Georgian College, Office Administration students.



Our panel consisted of four Administrative Assistants: Deborah Welna (left), a seasoned Executive Assistant who works in the Department of National Defense; Elayne Whitfield (second from left), who is a successful Virtual Assistant, who co-founded the Canadian Virtual Assistant Connection; Katherine Vaillancourt (second from right), who is a member of the Association of Administrative Assistants and has experience in government, non-profit and corporate sectors; and Leslie

Hajicostis (right), who has been working as a Senior Administrative Assistant at Royal Victoria Hospital since 2012. The panelists offered feedback and advice on some of the following issues: the greatest obstacle you have had to overcome; important advice for those entering the field; how to keep on top of emerging trends; tips for dealing with multiple demands, deadlines and heavy workload; how to keep “jazzed up” when the demands of the job tend to bring you down.

The advice from the panelists was insightful, valuable and applicable to many different roles. Some of their suggestions were to tailor your skills to who you work for; master change management; be adaptable; be friends with "IT"; ensure you are two steps ahead of the people you work for; be able to prioritize and problem-solve; never stop learning; and above all, keep your sense of humor.



Membership in a professional association (like ours!) was reinforced and validated, because of the networking, professional development opportunities and the ability to share challenges and solutions, and just knowing "you are not alone" with many of the issues facing administrative professionals today.

If you are a member reading this, you can pat yourself on the back for being proactive in belonging to a top-rate Association!