



THE MODERN-DAY ASSISTANT

AS AN ADMINISTRATIVE BUSINESS PARTNER

With Lucy Brazier OBE



The Modern-Day Assistant as an Administrative Business Partner Course Outline

Day One – From Reactive to Proactive

Morning

Welcome and Introduction

- The evolution of the administrative profession
- Setting intentions: defining ambitions, boundaries, and confidence levels

Session 1: The Changing Landscape

- How the role has evolved from transactional to strategic
- The Global Skills Matrix as your map and compass
- Understanding where you sit today and where you need to be
- How executive expectations have shifted

Session 2: AI and the Art of Influence

- Why AI is an advantage, not a threat
- Tools that save time and increase value
- Using AI for communication, operational and workflow optimisation and research
- Building effective AI prompts

Session 3: Self-Perception, Awareness & Leadership

- How mindset shapes influence and authority
- Building credibility, confidence, and clarity
- Managing up and collaborating across teams
- Understanding your executive's perception versus your own



THE MODERN-DAY ASSISTANT

AS AN ADMINISTRATIVE BUSINESS PARTNER

With Lucy Brazier OBE



Afternoon

Session 4: Executive Presence and Influence

- The components of presence: confidence, communication, and credibility
- Using body language and tone to project calm authority
- Listening skills that build trust and influence
- Quality conversations using Transactional Analysis and personality styles
- Tailoring communication to different executives and stakeholders

Session 5: Political Intelligence and Organisational Dynamics

- The Animal Model
- Navigating power, politics, and people with empathy and tact
- Handling difficult situations and protecting your reputation (and your executive's)
- Managing your inner critic and emotional responses
- Strengthening emotional intelligence and resilience

Session 6: Managing Up and Building Trust

- Understanding executive priorities, pressures, and working styles
- Communicating with clarity and authority
- Aligning your work to executive goals and KPIs
- Strengthening mutual trust through consistency and insight

Wrap-Up Discussion

- Reflection and key takeaways from Day One
- Preparing for the transition to strategic partnership



THE MODERN-DAY ASSISTANT

AS AN ADMINISTRATIVE BUSINESS PARTNER

With Lucy Brazier OBE



Day Two – Becoming an Administrative Business Partner

Morning

Session 1: Building a Business Partnership

- The shift from subordinate to strategic partner
- Running a reset meeting with your executive
- Clarifying expectations and aligning deliverables
- Creating buy-in and shared accountability

Session 2: Understanding the Business

- How to think like your executive
- Knowing your organisation's strategy, stakeholders, and goals
- Increasing commercial awareness and credibility
- Improving processes for greater efficiency and ROI
- Calculating and communicating your business value
- Understanding how your work supports success

Session 3: Strategically Managing Your Executive

- Time, task, and priority management for multiple leaders
- Designing systems that create consistency, clarity, and flow
- Anticipating needs through strategic planning and proactive insight

Afternoon

Session 4: Project and Event Management

- Understanding the life cycle of a project or event
- Planning, budgeting, negotiation, and evaluation
- Demonstrating ROI and communicating success
- Strengthening strategic planning, negotiation, and diplomacy skills

Session 5: Boundaries, Balance, and Career Growth

- Setting limits with confidence
- Managing stress and avoiding overcommitment
- Creating a sustainable rhythm for peak performance

Final Reflection: The Assistant as an Administrative Business Partner

- Personal commitments for change