

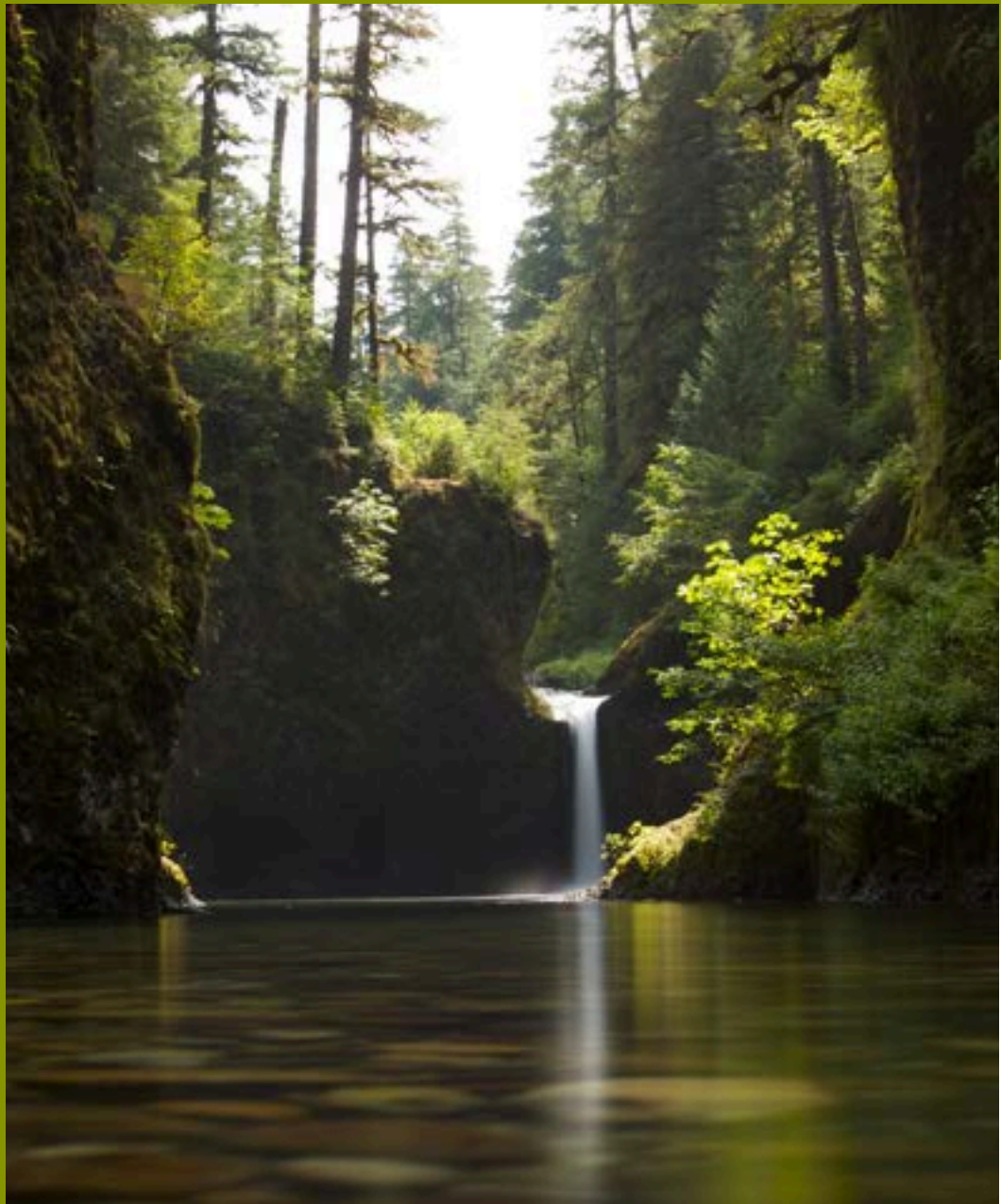


EA FACTIONTM

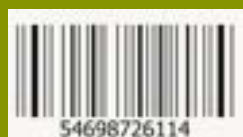
empowering assistants quantifiably

VOL 4 | E 08

STRONGER TOGETHER



August 2024



FEATURED EA



Annapurna Singha

Executive Assistant and Business Partner (GR)
Marvell India Pvt Ltd

1. What motivated you to pursue a career as an Executive Assistant?

I began my career as a Research Analyst at JPMorgan Chase. Initially, with my background in IT, transitioning into finance and managing my responsibilities was a daunting experience.

However, I was greatly inspired by the Assistant to our Business Unit AVP. Her proficiency, time management skills, and ability to juggle various roles fascinated me. Observing her was a pivotal moment that sparked my interest in the Executive Assistant role.

The transition wasn't easy and took nearly three years, but I'm incredibly proud of the path I chose and where I am today.

2. How was your first day as Executive Assistant?

To be honest, on my first day, I had no idea who to approach or how to manage supporting five Executive Directors, especially with some working remotely from different states.

However, I believe Executive Assistants have a natural talent for supporting each other in critical moments. I received tremendous support from both my colleagues and managers, making my experience truly unforgettable.



3. How do you prioritize and handle multiple tasks or requests from different executives?

Managing multiple managers is like juggling with all five fingers. I find that color-coding calendars is incredibly helpful—it simplifies things for both me and the managers. I also stick to a straightforward approach that I believe many of us follow:

- Evaluate requests based on their priority.
- Discuss priorities and expectations with the managers.
- Develop a detailed schedule with achievable deadlines.
- Prioritize and address time-sensitive tasks first.
- Keep executives updated on progress.
- Allow for flexibility to accommodate new requests or information as they arise.

4. Tell me about a challenging situation you faced while supporting an executive. How did you handle it?

Honestly, I feel fortunate not to have encountered any gut-wrenching situations so far.

5. What steps do you take to stay organized and ensure you meet deadlines consistently?

I maintain my own calendar with all my action items, holidays, upcoming events, reminders, and follow-ups. As I mentioned earlier, I love color-coding my calendar.

6. What are your strategies for staying updated on industry trends and best practices in executive support?

- I attend most industry-related events, seminars, and similar activities with my manager, which greatly contribute to my professional development.
- I am still connected with all my EA colleagues from my previous organizations, which allows me to gain valuable insights.
- While I'm not sure if following TED Talks counts, I believe they have helped me in many ways.

7. What do you believe are the most important qualities or skills for an executive assistant to possess?

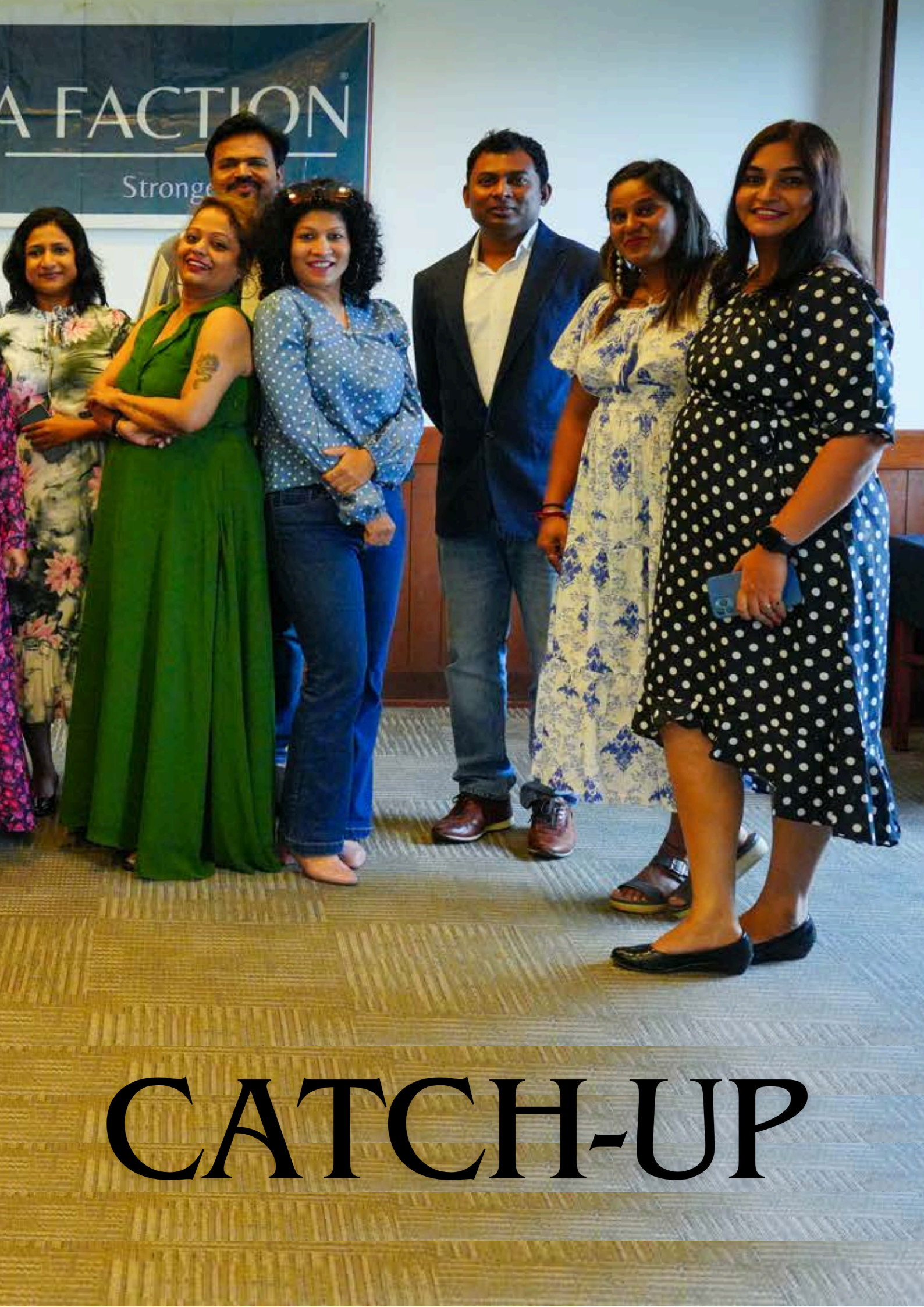
We are all aware of skills which industry demands from EA's, and I believe we have mastered them. However, beyond that, I believe patience is the 'MOOL MANTRA'.

8. What do you enjoy most about being an executive assistant, and how do you handle the challenges that come with the role?

I enjoy every bit of my work with a SMILE 😊



PUNE



CATCH-UP



POLL DATA

Need help to understand how to check and decide search data

When we search some data.. specifically about some personality... it gives many options.. well I usually search for a personality for my boss ..the one whose details he is looking for. But since it gives many options data.. is authentic or not becomes difficult.

Thanks for running such events

Sonal Pandhi

Sometimes we dont understand how to fetch the data we need to increase the productivity. What kindof projects we shud takeup to enhance the career

Kirandeep Kaur

There are so many websites that host data specific to industries. While there are paid reports, if we do not want to opt for it as the requirement is small, it gets challenging to find reliable data online.

Kalaivani Radhakrishnan

Trust issue on how to take relevant and trustworthy data

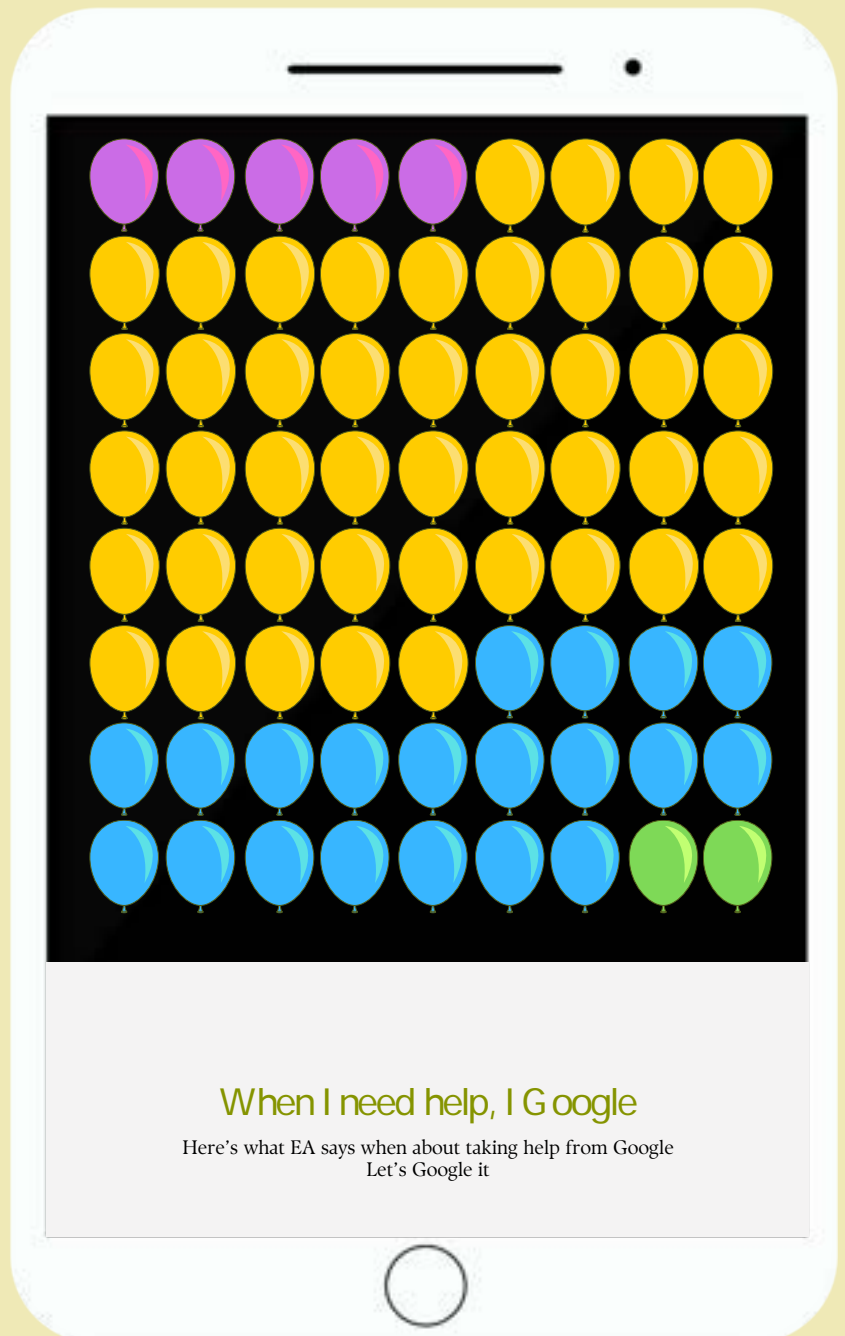
When we google, it shows us multiple options and multiple answers... It's difficult to believe which one is correct and relevant for us. Only once we go deep down on comments or check with colleagues on the answers - we can believe.

Kruti Mehta

Because all information mentioned can't be taken as real.

Sometimes we find very contradictory information as well...that's when the confusion arises more.

Neeta Sequeira



Get confused to rely on word of mouth



Need help to understand how to check and decide search data



Trust issue on how to take relevant and trustworthy data



I never find what I need

POLLING

Attempts to Maintain Harmony

The reason I chose option 3 is to avoid conflicts at work:

Set boundaries - to prevent burnout.

Stay professional - to maintain your work standards, regardless of others' behavior.

Build real relationships - by finding supportive colleagues, even if they are few.

Document communication - to ensure clarity and adhere to standard operating procedures (SOP).

Keep communication clear - to avoid misunderstandings.

Move on -by considering other prospects, departments, or jobs if the environment becomes too damaging. Seek help -by speaking to HR or a counselor if needed.

Mugdha Gandhi

There was a time when I found myself in the middle of an office conflict that was causing significant tension within the team. At first, it seemed easier to stay out of it, thinking, "This isn't my problem." But as the atmosphere in the office grew heavier each day, I realized that avoiding it wasn't helping anyone, including myself.

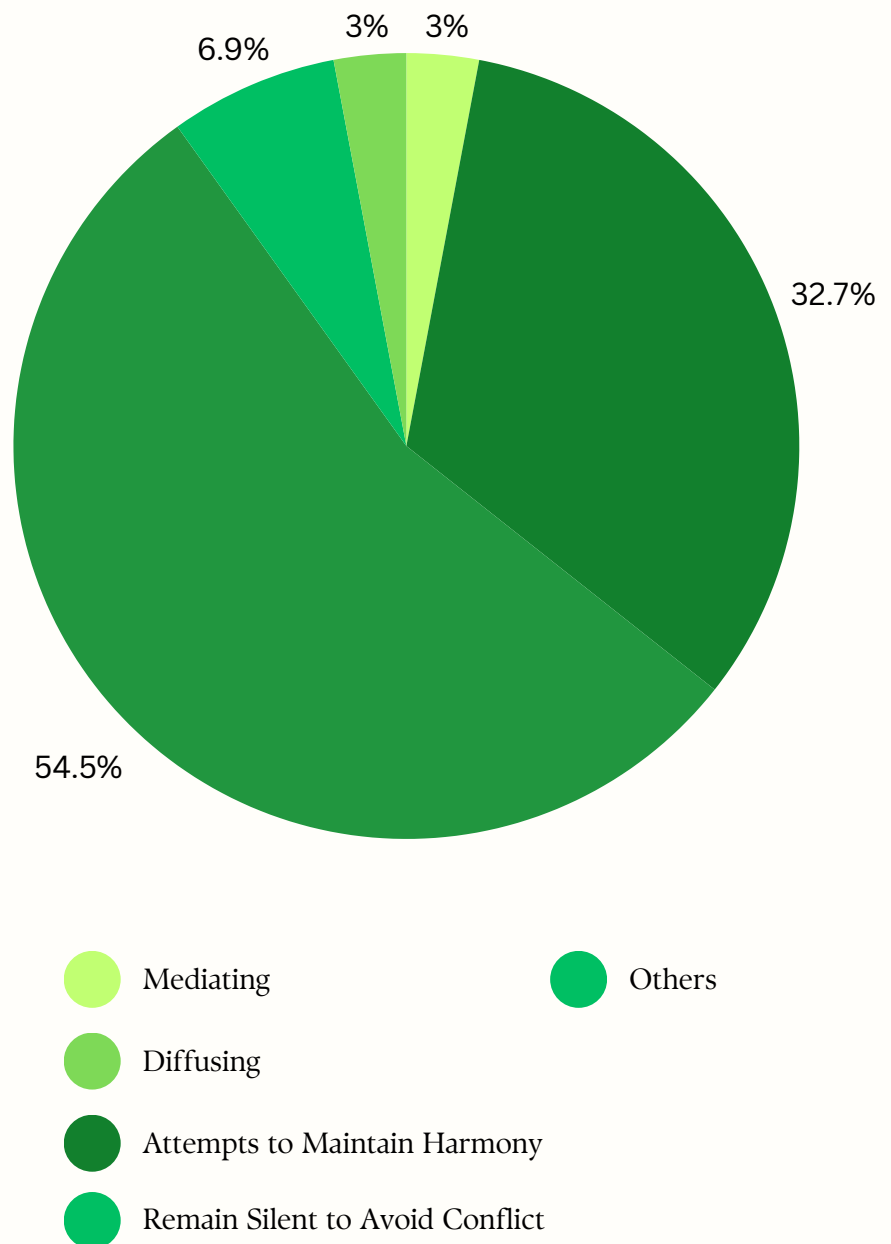
So, instead of ignoring the issue, I chose to step in—not by taking sides, but by being a neutral voice. I took small steps, such as having calm one-on-one conversations, sometimes over a cup of coffee, or walking and talking with those involved, while genuinely listening to their concerns. I discovered that misunderstandings often fuel conflicts more than anything else. Sometimes, all it takes is someone to clarify intentions, highlight common goals, and remind everyone of the bigger picture we're all working towards.

It wasn't easy, but I learned that by attempting to broker peace, I wasn't just helping resolve the conflict—I was also fostering an environment where people felt heard, valued, and respected. That makes a huge difference in a team's morale and productivity.

As a bonus, I realized that in any workplace, creating harmony is far more beneficial in the long run than letting conflicts drag on and escalate, leaving employees feeling psychologically unsafe to work.

Loretta M. N. Andrade

My Toxic Absorption / Handling includes



Remain Silent to Avoid Conflict

Remaining silent to avoid conflict in the workplace can be the right choice in certain situations. Silence helps prevent unnecessary escalation, allows emotions to cool down, and gives people time to reflect. It also helps preserve professional relationships, as confronting every issue can strain interactions and create tension. By staying quiet, you can choose your battles wisely, focusing on issues that truly matter while letting minor disagreements go. This approach helps maintain a positive work environment and prevents damaging your reputation or creating a perception of being difficult to work with. However, it's essential to balance silence with assertiveness, addressing important concerns when necessary to protect your well-being and job performance.

The same approach can be applied at home as well.

Vinita Chauhan

Work-Life Balance and Professionalism: Essential for a Healthy Work Culture

In today's corporate world, fostering a work environment that respects both work-life balance and professionalism is crucial. Unfortunately, my experience at Sammaan Capital (formerly Indiabulls) has highlighted several challenges in this regard.

Despite being committed and ready to work, there are times when I find myself sitting idle simply because no tasks are assigned to me. Yet, I'm expected to stay at the office until late hours, just because the boss hasn't left. This not only wastes time but also creates unnecessary pressure.

Moreover, the work culture here lacks the professionalism one would expect. Seeing senior leaders like the COO and CHRO on the floor—not to guide or mentor, but to shout at employees as if they're at fault—is disheartening. Such behavior not only demotivates but also erodes the respect and trust that should exist between employees and leadership.

It's high time that companies reassess their work culture and leadership approach. A workplace where employees are valued, treated with respect, and encouraged to maintain a healthy work-life balance will always thrive in the long run.

Ekta Agnihotri Sharma.

As a psychology student, I believe that silence can help people think more clearly and share their perspectives. It aids in resolving conflicts and prevents situations from escalating further. In a way, it shows respect for the other person's point of view.

However, silence isn't always the answer. You need to stand up for yourself when someone makes an offensive comment.

Silence can be valuable, but it's equally important to know when to speak up, as both approaches help individuals think more clearly and address situations more effectively.

Sheela Anand

It completely depends on the type of company you work for. I chose to remain silent because I work in a promoter-driven environment, and I report directly to him. I know that this issue is never-ending and could potentially hamper operations, so staying silent seemed like the best option.

Aman Arora

When faced with toxic situations, my approach has typically been to absorb the negativity or remain silent in an effort to avoid conflict. This strategy stems from my concern that speaking up may lead to unintended consequences. Since my boss has not been particularly supportive in the past and tends to side with senior employees, I worry that addressing the issue may backfire. I've had experiences where raising concerns resulted in repercussions, and I fear that pattern could repeat itself if I voice my frustrations. As a result, I often feel it's safer to stay quiet rather than risk escalation or a lack of resolution.

Diana Coutinho

I faced extreme toxicity and negativity at my last workplace, which was a well-known company. Despite all the training that emphasized standing up and speaking out, even as a spectator, when I stood up for myself as a victim, I was dismissed rather than being heard. One senior leader even admitted to being a bully, justifying it by saying her job required her to bully subordinates to manage them. Shockingly, the COO supported this, stating that her role necessitated bullying to manage subordinates.

Vidhya Kamath

Navigating a toxic work environment often requires listening more than speaking to avoid conflicts, especially with a boss who is angry or ego-driven. The power dynamics at play can make such individuals sensitive to any feedback or criticism, causing them to react defensively or aggressively. By remaining silent and not challenging their views, you can minimize their discomfort and maintain a more harmonious relationship. This approach also helps you manage your own emotions better, contributing to reduced stress and improved psychological well-being.

Pragati Jain

12 Burnout Culture Red Flags



Constant Overtime

Employees are expected to work late regularly without breaks.



Unrealistic Deadlines

Deadlines are set with no regard for the team's capacity or time.



No Work-Life Balance

There's little to no respect for personal time or boundaries.



High Turnover

Frequent employee departures due to excessive workloads.



Lack of Recognition

Hard work goes unnoticed, leaving employees feeling undervalued.



Always "On" Mentality

Employees are expected to be available 24/7, even outside work hours.



No Time for Recovery

There's no emphasis on rest or recovery after busy periods.



Poor Mental Health Support

No resources or support for stress and mental health are available.



Low Morale

The general atmosphere is one of exhaustion and disengagement.



Overwork is Praised

Employees who overwork are praised, reinforcing unhealthy habits.



Unclear Priorities

Conflicting demands create stress, making it hard to focus on key tasks.



Fear of Taking Time Off

Employees feel guilty or afraid of negative consequences for taking leave.



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We'd love to feature you in our newsletter! We appreciate your contribution and look forward to reading your article/write-up. Feel free to reach out to us anytime at hi@ea.faction.in and/or minakshi.mahesh@ea.faction.in —we're just a click away!