



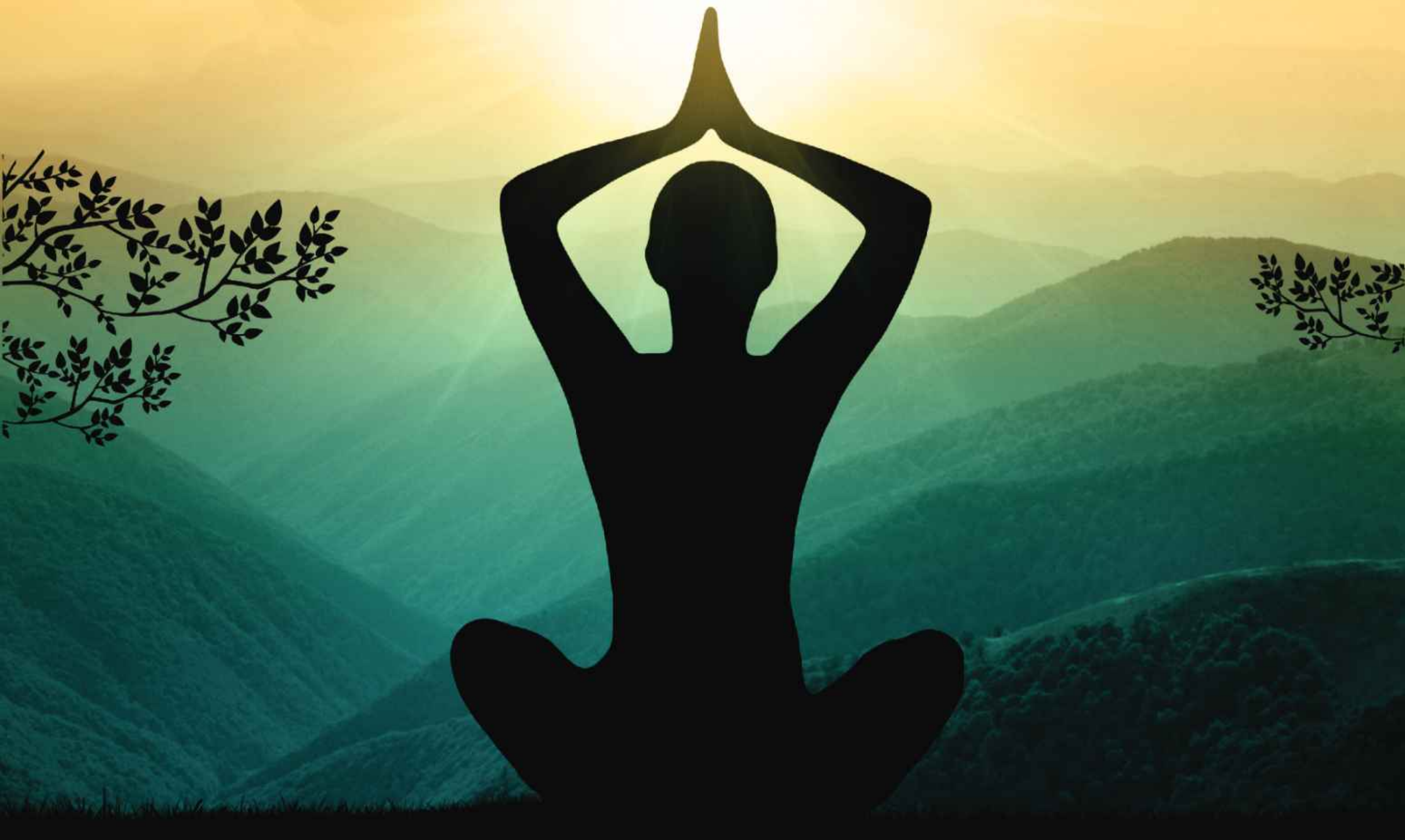
EA-FACTIONTM

empowering assistants quantifiably

FEB 2025 | VOL 6 | ISSUE 2

Nourish. Flourish. Repeat.

Self-care fuels you, self-love heals you





Featured EA

Supriya Fernandes
Executive Assistant to CMD
Della Luxury Products

Q *What motivated you to pursue a career as an executive assistant?*

Working with bright minds provides an opportunity to learn about different businesses and various approaches to problem-solving. Being an Executive Assistant allows me to combine my organizational skills, problem-solving abilities, and passion for supporting leadership. I thrive in dynamic environments where I can contribute to efficiency and success behind the scenes. The role also offers exposure to high-level decision-making, making it both challenging and rewarding.

Q *How was your first day as Executive Assistant?*

My first day was both exciting and overwhelming. While I was eager to make an impact, I quickly realized how fast-paced and detail-oriented the role is. Managing numerous schedules, emails, and priorities required sharp focus and organization. However, I embraced the challenge and concentrated on understanding my executive's expectations, which helped me transition smoothly into the role.

Q *How do you prioritize and handle multiple tasks or requests from different executives?*

I rely on a combination of time management techniques and technology. I categorize tasks based on urgency and importance, ensuring that high-priority requests are handled first. Clear communication with executives is key—I always

confirm deadlines and expectations to avoid conflicts. Additionally, I use digital tools such as calendar apps and task managers to stay on top of multiple assignments.

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

One of the most challenging situations I faced was managing a last-minute schedule change for an executive traveling internationally. Flights had to be rescheduled, meetings rearranged, and key stakeholders informed—all within a tight timeframe. I remained calm, leveraged my network, and quickly coordinated with travel agencies and teams to ensure a seamless transition. This experience reinforced the importance of adaptability and proactive problem-solving.

Q *What steps do you take to stay organized and ensure you meet deadlines consistently?*

I maintain a structured approach by using digital calendars, task lists, and reminders. Each morning, I review my priorities for the day and anticipate potential roadblocks. Setting buffer times between meetings allows for flexibility in case of unexpected tasks. Regular check-ins with my executive ensure alignment on priorities and expectations.

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

I actively participate in professional networks, attend webinars, and follow industry thought leaders. I also read books and articles on leadership, productivity, and executive support to enhance my skills. Engaging with other Executive Assistants through forums and LinkedIn groups allows me to exchange insights and learn best practices.

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

Key qualities include strong communication skills, adaptability, discretion, and problem-solving abilities. Time management and attention to detail are also essential, as the role requires juggling multiple responsibilities. A proactive mindset and the ability to anticipate needs before they arise set great Executive Assistants apart.

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

I love the fast-paced nature of the role and the opportunity to work closely with leadership, helping streamline operations and decision-making. The ability to make a meaningful impact behind the scenes is truly fulfilling. To handle challenges, I stay flexible, maintain a solutions-oriented approach, and continuously develop my skills to stay ahead of evolving demands.

How do I spend my career progression discussion during Appraisal sessions?

"Nowadays, EAs are given more responsibilities, such as compliance and strategic planning. Therefore, realigning goals is also important."

Jessy Manu

"I chose that because being an EA is not a role where you do the same tasks repeatedly. Our duties and responsibilities are varied and often ad hoc. It's not possible to list everything we do, as it keeps changing every day. Gaining knowledge and acquiring new insights will definitely help us excel in our role."

Mahalaxmi R

"You have to seek feedback and discuss compensation growth; otherwise, they will continue to use you without giving increments or by giving you lower ratings. I am over 40 and have been working in the same organization for the past 16 years. They have updated the salary slabs twice in line with market trends, in addition to the regular increments, but I am still underpaid compared to the market."

Jessy Manu

"This was when I was working at Parle. I was reporting to five directors, each with different expectations and behaviors. All of them needed to be attended to as a priority. One of them was very arrogant and constantly demeaned me. After 14 years, he concluded that I was good for nothing and suggested I should leave. There was a one-on-one appraisal discussion, but no goals or targets were ever set. That's why having clear goals and feedback is so important—whether you're receiving recognition or not, you should know the reason and understand the scope for improvement."

Vibhavari Chavan

"I have a new manager, and I would like to check with him on what works and what doesn't so I can assist him more effectively."

Vinita Pathania

"An Executive Assistant plays a vital role in ensuring leadership operates smoothly, but to truly grow and contribute meaningfully, an EA must delegate non-critical tasks such as routine scheduling, travel management, and data entry. This shift frees up time to focus on high-value work and supports career progression from administrative support to a strategic business partner. By concentrating on executive decision support, stakeholder coordination, and project management, EAs can drive greater impact. Leveraging technology, seeking mentorship, and building leadership skills further enhances this transition, allowing EAs to grow professionally while delivering stronger value to the organization."

Mamatha C

"I try to explore and discuss different opportunities with my boss during appraisal discussions, as I believe that's how I can grow."

Kruti Mehta

"While I was working in an MNC, my MD—an ex-Ph.D. professor—used to mentor me. His guidance helped me grow both personally and professionally, especially in dealing with C-level executives. I learned the value of time during critical meetings, the importance of reading books, and how to offer help while remaining discreet, as the position demands."

Rohini Negi

"As the expectations are completely different as mentioned in the JD"

Brijesh SHAH

"So, if I get hands-on experience with a particular task and feel confident in handling it, I try to take on more to learn and enhance my skills while making the best use of the time available."

Samidha Dsouza

"In my current organization, during appraisals, they discuss what went well and what could have been done better. There's always an expectation to do more, so I make sure to take the manager's feedback seriously and apply it in the following year, including taking up any new courses, to ensure they don't cite the same reason of not being fully skilled. Additionally, managers change every year, which presents a new challenge for us in the organization."

Cynthia Henry

"Yes, many times we EAs work independently. We are self-driven and usually connect with our bosses only during conflicts or other major/urgent concerns. However, if a dedicated time slot is provided where we can connect with the relevant team for guidance on how to add more value, it could truly help us elevate our skills and enhance our learning. This, in turn, could provide us with opportunities to pursue higher roles."

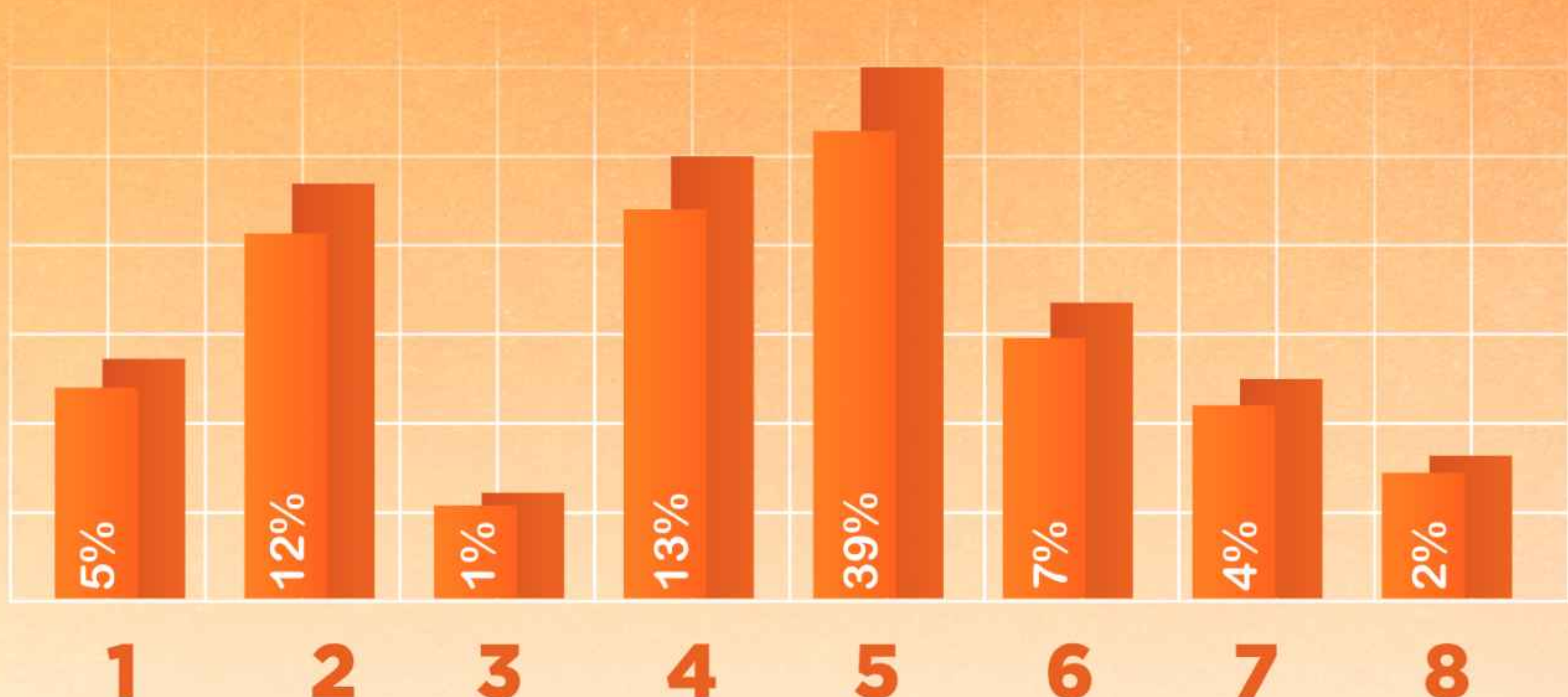
Rama Ambikar

"In today's fast-paced environment, it's important to find new ways to absorb knowledge, enhance efficiency, and contribute meaningfully. I believe that when we go beyond our defined roles-by learning, adapting, and bringing fresh perspectives-we don't just support our teams; we help shape better workflows, improve decision-making, and positively influence company culture. It's about being proactive, resourceful, and constantly seeking ways to make a difference."

Kuujan Soni

Track Your Progress

- 1 Compensation Growth - Focus more on salary negotiation
- 2 Re-alignment of goals - checking deviation from expectations and course correction
- 3 Industry Mapping - Research Industry benchmarks for KPIs and deliverables and plan for upskill
- 4 Feedback - Mentoring - Seeking for OJTs, Mentoring guidance on higher perspectives.
- 5 Opportunity Seeking - finding more avenues to absorb and deliver more and value generation
- 6 Business Orientation - Shedding/delegating non critical tasks and aspiring business deliverables
- 7 Behavioural competency growth - seek help, research, guidance on behavioural competencies
- 8 Do Nothing At All





Self-Care: Executing It at the Workplace

A Guide to Maintaining Well-Being at Work

The Importance of Self-Care in the Workplace

In today's fast-paced work environment, self-care is often overlooked, yet it is essential for maintaining both physical and mental well-being. Self-care involves taking proactive steps to ensure one's health and happiness, which in turn can lead to increased productivity, reduced stress, and enhanced overall job satisfaction.

Understanding Self-Care

Physical Self-Care

Physical self-care involves activities that improve physical health, such as regular exercise, adequate sleep, and a balanced diet. Incorporating movement into your daily routine, whether through a workout session, a brisk walk, or simple stretches, can significantly enhance energy levels and reduce the risk of chronic illnesses.

Mental and Emotional Self-Care

Mental and emotional self-care includes practices that maintain mental health and emotional well-being, such as mindfulness, meditation, and engaging in hobbies. Taking breaks to clear your mind, practicing gratitude, and seeking support when needed are crucial for managing stress and preventing burnout.

Strategies for Executing Self-Care at the Workplace

1. Create a Healthy Work Environment

An organized and clean workspace can boost productivity and reduce stress. Ensure your desk is ergonomically set up, with a comfortable chair and good posture practices. Personalize your space with items that bring joy, such as photos, plants, or motivational quotes.

2. Establish Boundaries

Setting clear boundaries between work and personal life is vital. Establish designated work hours and stick to them. Communicate your availability to colleagues and avoid taking work home whenever possible. This separation helps in maintaining a healthy work-life balance.

3. Take Regular Breaks

Schedule regular breaks throughout the day to recharge. Short breaks can prevent fatigue and maintain focus. Consider the Pomodoro Technique, which involves working for 25 minutes, followed by a 5-minute break. Use these breaks to stretch, hydrate, or take a short walk.

4. Practice Mindfulness

Incorporate mindfulness practices into your daily routine to reduce stress and enhance focus. Simple techniques such as deep breathing exercises, meditation, or mindful walking can be performed during breaks or even at your desk. These practices help in staying present and managing work-related stress.

5. Leverage Technology

Utilize digital tools and apps that promote self-care. Apps offering guided meditation, relaxation exercises, or workout routines can be easily integrated into your daily schedule. Additionally, tools for task management and time tracking can help you stay organized and efficient.

6. Foster Supportive Relationships

Building positive relationships with colleagues can create a supportive

work environment. Engage in regular check-ins, offer assistance, and celebrate successes together. A strong support network can provide emotional backing and reduce work-related stress.

7. Prioritize Tasks

Effective time management is key to reducing stress and maintaining productivity. Start your day by prioritizing tasks and setting realistic goals. Use tools such as to-do lists or project management software to stay on track and avoid feeling overwhelmed.

8. Seek Professional Help

If you're feeling overwhelmed, don't hesitate to seek professional help. Employee Assistance Programs (EAP) often provide access to counseling services. Talking to a mental health professional can offer strategies and support for managing work-related stress.



Integrating Self-Care into Company Culture

1. Leadership Commitment

For self-care initiatives to be effective, leadership must be committed to fostering a culture of well-being. Leaders should model self-care behaviors and encourage their teams to prioritize their health.

2. Provide Resources

Offer resources and tools that support self-care, such as wellness programs, gym memberships, or mental health days. Providing access to these resources demonstrates the company's commitment to employee well-being.

3. Encourage Open Communication

Create an environment where employees feel comfortable discussing their needs and challenges. Open communication helps in identifying issues early and providing the necessary support.

4. Recognize and Reward

Acknowledge and reward employees who prioritize their well-being. Recognition can be in the form of verbal praise, awards, or incentives. This positive reinforcement encourages others to follow suit.

Conclusion

Self-care is a crucial aspect of maintaining well-being, especially in the workplace. By incorporating self-care practices into daily routines and fostering a supportive work environment, employees can achieve a healthier, more balanced approach to their professional lives. Prioritizing self-care not only enhances individual well-being but also contributes to a more productive and positive workplace for everyone. Embrace self-care, and watch both personal and professional growth flourish.

9 MINDSETS OF THE MOST SUCCESSFUL PEOPLE



HOW TO BECOME A TOP PERFORMER

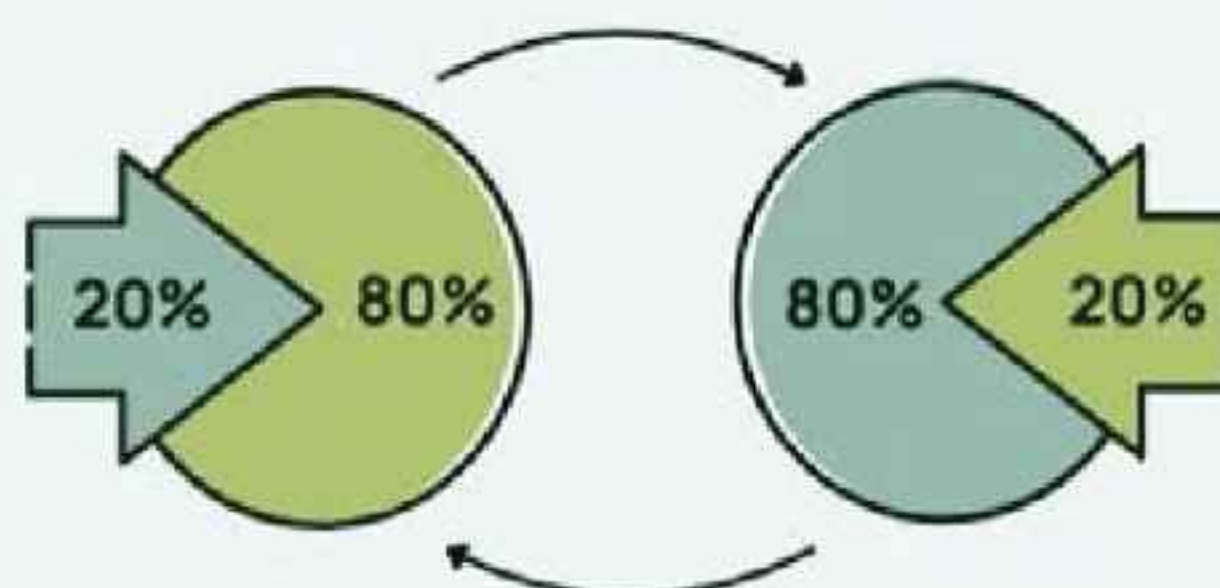
By Amy Gibson

1 Build Self-Awareness



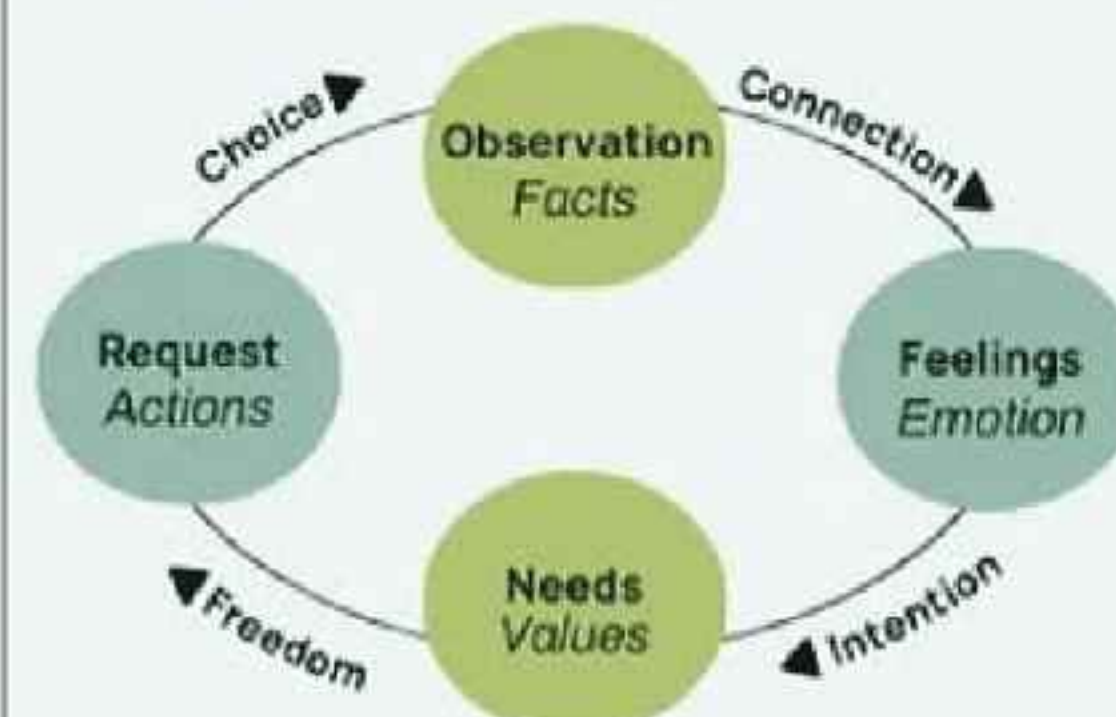
- Apply the **Johari Window** to compare your self-perception with how others see you.
- Use this framework to uncover blind spots and improve personal growth through feedback.

2 Prioritize What Matters



- Use the **Pareto Principle (80/20 Rule)** to focus on the 20% of tasks that produce 80% of your results.
- Eliminate distractions and allocate time to high-impact activities.

3 Communicate Effectively



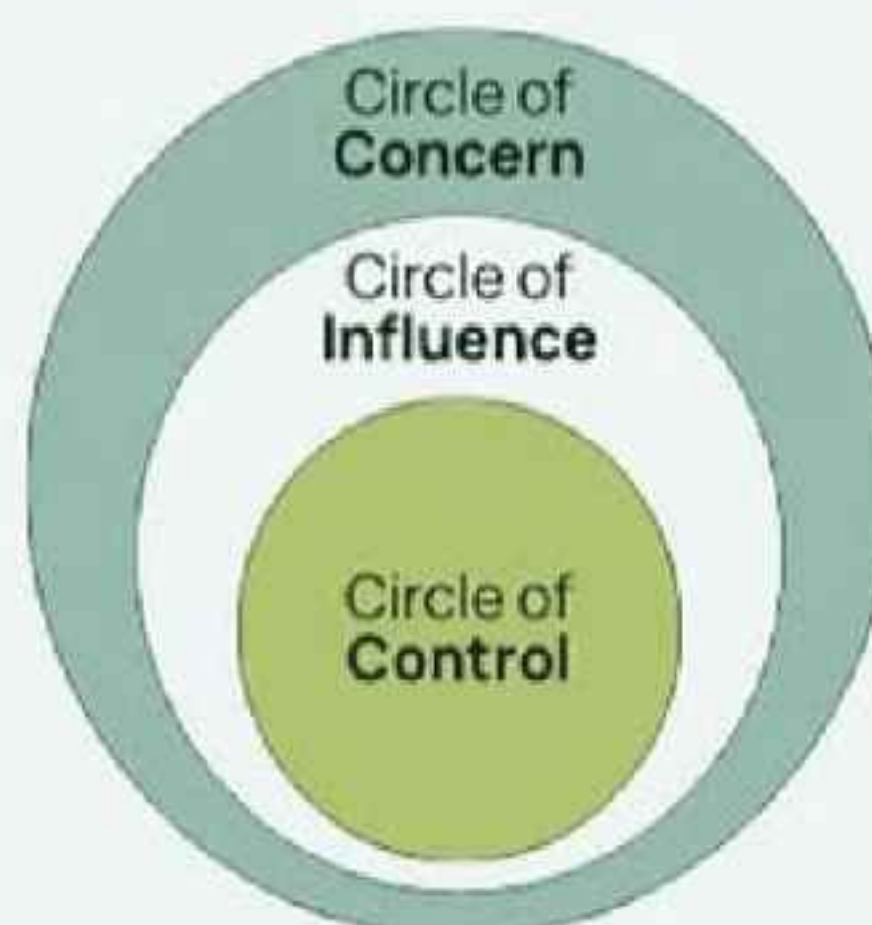
- Use the **Nonviolent Communication (NVC)** framework to structure conversations with observations, feelings, needs, and requests.
- This helps reduce conflict and ensures your message is both clear and constructive.

4 Manage Your Energy



- Leverage the **Chronotype Framework** to schedule tasks during your biological peak times (morning lark, night owl, or third bird).
- Plan deep work during high-energy periods and lighter tasks during low-energy times.

5 Adapt to Change



- Use Stephen Covey's **Circle of Influence** to focus on areas you can control and avoid wasting energy on things you cannot change.
- This approach helps you stay solution-oriented during uncertain situations.

6 Stay Accountable



- Set your goals using the **SMART Goals Framework** (Specific, Measurable, Achievable, Relevant, Time-bound).
- Break large objectives into smaller, trackable milestones to stay on track and motivated.

7 Own Your Outcomes



- Use the **GROW Model** to analyze your goals, current situation, and available options.
- This framework helps you take responsibility for your actions and plan for improvement.

8 Learn and Apply

- Follow the **Kolb Learning Cycle**: Experience, Reflect, Conceptualize, and Experiment.
- Reinforce learning by immediately applying new concepts and sharing them with others.



Follow **Amy Gibson** for actionable tips on leadership

[linkedin.com/in/amy-l-g](https://www.linkedin.com/in/amy-l-g)

Beta Group Winners

EA FACTION

RAPID FIRE CONTEST

Answer 1	Answer 2	Answer 3	Answer 4	Answer 5
Friyana Raymond	Ganesh mate	Friyana Raymond	Friyana Raymond	Alpesh Parekh
Lakshmi M	Friyana Raymond	Ganesh mate	Preeti Singh Thakur	Sachin Khobragade
Isha Raina	Mondira Sarma	Alpesh Parekh	Ganesh mate	Denise Hookens
Alpesh Parekh	Lakshmi M	Ashwini S	Ashwini S	Ashwini S
Kiran Kumar N	Sachin Khobragade	Sachin Khobragade	Denise Hookens	Friyana Raymond
Mondira Sarma	Alpesh Parekh	Lakshmi M	Jessy Khurmi	Kiran kumar N
Ganesh mate	Kiran Kumar N	Denise Hookens	Sangeeta D'Souza	Sharon D'Svyla
Priscilla Wilson	Denise Hookens	Mondira Sarma	Jasmine Lobo	Lakshmi M
Sachin Khobragade	Harshana Sonawane	Jessy Khurmi		Jasmine Lobo
Denise Hookens	Isha Raina	Isha Raina		Nidhi Khatri
Harshana Sonawane	Jessy Khurmi	Harshana Sonawane		
Sarika Kalia	Ashwini S	Sangeeta D'Souza		
Preeti Singh Thakur	Shilpi malik	Ritu Goel		
Bhawna Malhotra	Ritu Goel	Jasmine Lobo		
Ashwini S	Jasmine Lobo			
Jessy Khurmi				
Ritu Goel				
Sharon D'Svyla				
Jasmine Lobo				



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!