

# EA FACTION<sup>TM</sup>

empowering assistants quantifiably

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*Stronger Together*



# FEATURED EA



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

The role of an Executive Assistant came as an opportunity in my career journey. I come from the travel industry, where I was managing a corporate travel team. In 2015, my role transitioned, and I started working as an Executive Assistant. We now have a team of 20+ Executive Assistants globally, supporting 100+ leaders.


Coming from the service industry, I found many similarities between travel support and executive support, where no two days are the same. This variety keeps me engaged and allows me to learn and grow every day. I am also drawn to the opportunity to work closely with leadership, which allows me to contribute to their success. The Executive Assistant role enables me to build relationships across different departments and levels within the organization.



## 2. How was your first day as Executive Assistant?

As I mentioned, the Executive Assistant role presented itself as a unique opportunity in my professional journey, and I wasn't fully prepared for the concept of an EA, including its roles and expectations. To be honest, I had never managed calendar schedules, organized meetings, or handled diary management before. While I considered myself an expert in creating itineraries, organizing diaries was a completely new challenge for me—LOL!

At first, it was definitely overwhelming but also incredibly exciting. I was eager to learn and develop the new skills required for this role, and I embraced the opportunity to grow in this capacity. This experience has been a fantastic learning journey, and I look forward to mastering the intricacies of being an Executive Assistant.



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




Ofcourse the effective method to manage multiple tasks for multiple executives is to identify urgent and important tasks and perform accordingly. And to prioritize tasks, I always encourage my team to understand the leaders to whom they support , their work style and their business priorities. It is important to develop business acumen and organizational goals to support your leaders effectively.

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

By embracing new tools and technologies, I can better organize my tasks and meet deadlines consistently. I believe in the importance of continuous improvement in my skills and staying updated with the latest technology platforms.

This commitment not only enhances my efficiency but also enables me to deliver quality and creative work. Example, By leveraging AI tools, I can streamline processes, which ultimately makes both me and my team more effective and efficient.


This proactive approach to learning and adaptation has significantly contributed to my ability to manage my workload and deliver results on time.






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

One of the most challenging situations I encountered involved tasks and projects that were completely outside my comfort zone. Transitioning to the Executive Assistant role from a Travel Support Lead position was a prime example of such a challenge. I was assigned to execute a project for the first time without any prior experience or knowledge in that area. This required me to quickly learn and adapt to new concepts while ensuring I met the expectations of my leaders.



The challenge was compounded by the difficulty of finding the right resources and information, as well as securing appropriate support to successfully perform the tasks. I had to be proactive in seeking out relevant materials and reaching out to colleagues who could provide guidance. This experience taught me the importance of resourcefulness and the value of building a network of support.



Another significant challenge I faced involved completing tasks and projects with very short deadlines. In these situations, I had to rely heavily on my critical thinking, creativity, and decision-making skills to deliver results on short notice. I learned to prioritize effectively, streamline processes, and think outside the box to find solutions quickly.


These experiences not only pushed me out of my comfort zone but also helped me grow professionally. I developed a greater sense of confidence in my ability to tackle unfamiliar challenges and deliver successful outcomes under pressure.



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

Absolutely, continuous improvement is a core focus for our team in executive support. We prioritize the use of current technology and actively explore industry trends to enhance our skills and knowledge.

Another best practice is networking. Engaging with other leaders, stakeholders, and fellow executive assistants allows us to share experiences and insights. These interactions provide valuable perspectives on emerging trends and best practices that can significantly enhance my work and the support I provide. Absolutely, continuous improvement is a core focus for our team in executive support. We prioritize the use of current technology and actively explore industry trends to enhance our skills and knowledge.



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

Organizational skills are undoubtedly the most important attribute for an Executive Assistant, but they are not enough on their own. In addition to strong organizational abilities, problem-solving skills, technological proficiency, effective communication, and critical thinking are also essential. After organizational skills, I believe adaptability and flexibility are crucial.

As Executive Assistants, we often support multiple executives and interact with various stakeholders—both internal and external—on a daily basis. This requires us to be agile and responsive to changing needs and priorities. Furthermore, enhancing networking and interpersonal skills is vital for fostering collaboration and creating a positive work environment. Building strong relationships within the team and across the organization can significantly enhance our effectiveness and contribute to overall success.

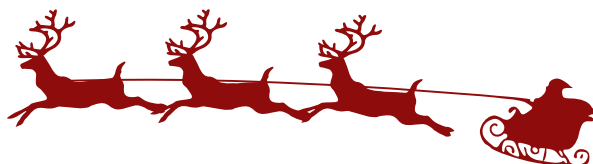
## **8. What do you enjoy most about being an executive assistant, and how do you handle the challenges that come with the role?**

As an Executive Assistant, I enjoy creating order from chaos and get appreciation for the same. 😊

What I enjoy most about being an Executive Assistant is the opportunity to support and contribute to the success of executives and the organization as a whole. I find great satisfaction in being a key player behind the scenes, ensuring that everything runs smoothly and efficiently. The variety of tasks and the dynamic nature of the role keep me engaged and motivated, as no two days are ever the same.

Another interesting aspect of my role is leading and managing a group of executive assistants while supporting over 100 leaders. While the complexity is higher, this experience allows me to learn from different perspectives and gain valuable insights into various aspects of the organization.

The most challenging part of my role involves managing the team amidst conflicts, varying workloads, and constant changes. I have found that keeping everyone informed helps manage expectations and reduces misunderstandings. Promoting transparency within the team fosters a collaborative environment, which is essential for navigating challenges effectively.





**Bangalore Catchup**



# *Collective Trust and How to Cultivate It*

*A GUIDE TO BUILDING STRONG AND TRUSTWORTHY  
COMMUNITIES*

## **INTRODUCTION**

Collective trust forms the bedrock of any successful organization, community, or society. It encompasses the confidence and belief members have in each other's intentions, actions, and reliability. This shared trust is not merely a collection of individual trusts but a synergistic force that amplifies the strengths and capabilities of the group as a whole. Cultivating collective trust is an ongoing process that requires deliberate actions, consistent communication, and a deep understanding of human psychology.

## UNDERSTANDING COLLECTIVE TRUST

Collective trust refers to the mutual trust shared among the members of a group. It is the belief that others will act in a way that is beneficial or at least not harmful to the collective interest. This form of trust goes beyond interpersonal relationships to encompass the general ethos of trust within a group dynamic.

### The Importance of Collective Trust

- **Enhanced Collaboration:** When trust is present, team members are more willing to collaborate, share information, and support one another, leading to improved problem-solving and innovation.
- **Increased Efficiency:** Trust reduces the need for unnecessary oversight and micromanagement, allowing members to work more autonomously and efficiently.
- **Greater Resilience:** Groups with high levels of collective trust are better equipped to handle crises, conflicts, and changes, as trust provides a firm foundation for navigating challenges.
- **Improved Morale:** Trust fosters a positive environment where members feel valued, respected, and confident in their roles, leading to higher morale and job satisfaction.

## HOW TO CULTIVATE COLLECTIVE TRUST

### 1. Establish Clear Communication

Effective communication is the cornerstone of trust-building. Ensure that all members are informed about goals, expectations, and changes. Open lines of communication help to prevent misunderstandings and build a culture of transparency.

- **Regular Updates:** Keep everyone in the loop with consistent updates on projects and developments.
- **Open Forums:** Create opportunities for open dialogue where concerns and ideas can be freely expressed and addressed.



## **2. Lead by Example**

Leadership plays a critical role in establishing trust. Leaders should model trustworthy behavior by being consistent, reliable, and transparent in their actions. When leaders demonstrate integrity, it sets a standard for the rest of the group to follow.

- **Transparency:** Share the rationale behind decisions and be open about challenges and setbacks.
- **Reliability:** Follow through on commitments and promises, no matter how small.
- **Integrity:** Maintain ethical standards and act in the best interest of the group.

## **3. Foster Inclusivity**

Inclusivity ensures that all members feel valued and respected, which is crucial for building trust. Recognize and celebrate diversity, and ensure that everyone has an equal opportunity to contribute and be heard.

- **Diverse Teams:** Encourage the formation of diverse teams to bring a variety of perspectives and ideas.
- **Equal Participation:** Ensure that all voices are heard and considered in decision-making processes.

## **4. Encourage Accountability**

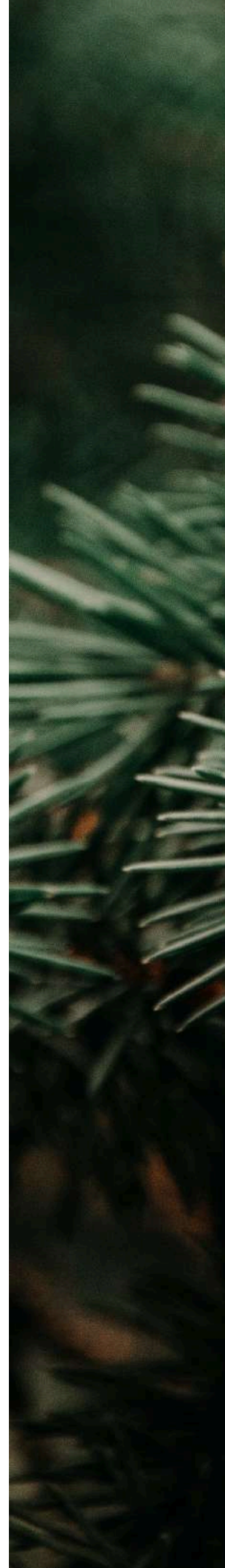
Accountability is key to maintaining trust. Encourage members to take responsibility for their actions and hold each other accountable in a constructive manner.

- **Clear Expectations:** Set clear expectations for behavior and performance.
- **Constructive Feedback:** Provide regular feedback and create a safe environment for receiving and acting on it.

## **5. Build Interpersonal Relationships**

Strong interpersonal relationships form the foundation of collective trust. Create opportunities for members to get to know each other on a personal level, which can foster empathy and understanding.

- **Team-building Activities:** Organize activities that promote bonding and collaboration.
- **Social Interactions:** Encourage informal social interactions outside of work or formal settings.





## **6. Promote Fairness and Equity**

Fairness and equity are essential for trust. Ensure that all members are treated fairly and that resources and opportunities are distributed equitably.

- **Transparent Policies:** Develop and enforce policies that promote fairness and equity.
- **Equitable Opportunities:** Provide equal opportunities for growth and advancement.

## **CONCLUSION**

Building and maintaining collective trust is a continuous process that requires commitment, effort, and intentionality. By fostering clear communication, leading by example, promoting inclusivity, encouraging accountability, building interpersonal relationships, and ensuring fairness and equity, groups can cultivate a strong sense of collective trust. This not only enhances collaboration and efficiency but also creates a resilient and positive environment where all members can thrive.



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# 20 GROWTH MINDSET

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## AFFIRMATIONS

**#1** Mistakes help you learn.

**#2** This could take some time.

**#3** You will learn how to do this.

**#4** There is more than 1 path to get there.

**#5** Embrace the challenge.

**#6** You can overcome Challenges.

**#7** Be inspired by the success of others!

**#8** Learning requires effort.

**#9** Mistakes are progress.

**#10** Stick with it.

**#11** Challenge yourself.

**#12** Believe in you!

**#13** Mistakes are proof you're trying.

**#14** You can do tough things.

**#15** You got this!


**#16** Learn from your mistakes.

**#17** Never give up!

**#18** Give it your best.. and then some.

**#19** Never stop trying!

**#20** You can succeed with determination and effort.



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