
EA Collaboration Guide

Harnessing the Synergy of
Two Executive Assistants

DETAILED GUIDE



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The synergy of two EAs isn't just about doubling down on assistance; it's about creating a seamless, organized support system that adapts and evolves with the entrepreneur's needs.

This guide effectively collaborates with two Executive Assistants possessing unique strengths and weaknesses and encouraging them to focus on their unique abilities. When used effectively, this dynamic duo can be a game-changer for any successful entrepreneur, ensuring a seamless, focused, and productive day.

UNDERSTAND THE DISTINCT ROLES

Operational EA (Oriya)

This EA might handle calendar management, urgent communications, immediate day-to-day tasks, content curation, travel arrangements, personal family needs, etc. They are closely tuned into the entrepreneur's real-time needs.

Strategic EA (Maddie)

Focuses on the bigger picture. They might handle long-term projects, research, personal errands, monitor business finances, etc.

EMBRACE THE YIN AND YANG

Acknowledge and appreciate the differences. They can compliment each other to provide a holistic support system.

Oriya likes the PR side, creative, calendar management ... does not like math/numbers, business side.

Maddie handles business management, with a keen eye to the small details.

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COMMUNICATION IS KEY

Regular check-ins among the entrepreneur and the EAs will ensure everyone is aligned.

Having a weekly meeting with both EAs is crucial at the start of the week to clarify vision and goals for the week ahead as well as a bi-monthly in-person team meeting.

Making sure to communicate issues that are in the realm of your EAs ability and clearly defining what the issue is. For example, identifying the EA and communicating with them directly as to not blur the lines of who does what.

Avoiding Communication Overlaps

Clear Distinction: As an entrepreneur, be acutely aware of who is responsible for what. This clarity helps avoid any confusion or overlapping communication/double work.

Single Point of Contact: Depending on the matter at hand, directly address the EA responsible. This will ensure streamlined communication and efficient task execution. It is imperative to keep the EAs focused on their tasks without distractions in order to maintain a healthy track to completing their 10x goals.

Feedback Loop: Create a structured feedback mechanism where both EAs are present. This ensures that any learnings or updates are shared collectively, reducing the chance of miscommunication. By using Asana and assigning tasks appropriately helps to clearly define who is responsible for tasks as well as helping with open folder syndrome.



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UTILIZE COLLABORATION TOOLS

Shared Calendars

This gives visibility into the entrepreneur's schedule.

Task Management Tools

Tools like Asana, which is what we use, can be invaluable. Helping with the open folder syndrome as we have an assigned location to see what is in process, on hold, future tasks, or completed.

Real-time Communication Platforms

We use Microsoft Teams which helps in instant messaging and keeping the conversation flowing. Keep away from text messaging as too many open communication platforms can cause confusion as well as tasks being overlooked.

DESIGN A WORKFLOW

Task Allocation

Define clear channels for who handles what. This can be based on strengths, preferences, or even work hours.

Communication

Both EAs work remotely and often exceed office hours. Even if they're unseen, they're working hard. Respect their time; limit late requests to emergencies. Ensure they have free days for rejuvenation to avoid team burnout.

Escalation Process

When uncertainties arise, it's helpful to communicate with the entrepreneur. While EAs can tackle many tasks, certain situations might require the entrepreneur's personal touch. It's all about teamwork and recognizing the strengths each party brings.



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FOSTER A TEAM SPIRIT

Although they have separate roles, the EAs are essentially part of the same team. Encourage mutual respect and appreciation.

The EAs are knowledgeable about their tasks and can assist each other as required, staying in daily communication and convening for weekly meetings.

CONTINUOUS FEEDBACK LOOP

The entrepreneur should provide feedback regularly. This ensures the EAs grow in their roles and also understand the evolving needs of the entrepreneur.

Be sure to separate feedback per EA in order to maintain the set roles and goals of each assistant.

INVEST IN PROFESSIONAL DEVELOPMENT

Since they have different strengths, their training might differ. While one might benefit from a project management course, the other might excel with a course in interpersonal communication.

EAs are in Strategic Coach programs that align with their roles.

Quarterly book reports are chosen by the EAs based on their roles.

