

1 The Administrative Assistant as Operational Force Multiplier

- ✓ An elite administrative assistant is far more than a clerical scheduler; they function as an indispensable operational gatekeeper and logistical chief of staff.
- ✓ Great assistants manage executive travel disruptions, navigate internal bureaucracy, prioritize urgent memos, and protect your calendar from low-value meetings.
- ✓ Treating your assistant as a trusted strategic partner doubles your personal productivity and shields you from administrative chaos.

2 Building Uncompromising Trust and Mutual Professional Respect

- ✓ Consultants who treat support staff with arrogance or condescension inevitably find their travel derailed, their conference rooms lost, and their workflows sabotaged.
- ✓ Cultivate absolute respect: express gratitude regularly, communicate changing plans promptly, and respect their personal boundaries and working hours.
- ✓ When an assistant genuinely cares about your success, they will move bureaucratic mountains to resolve last-minute emergencies and protect your professional standing.

3 Proactive Delegation Protocols and Clear Expectation Setting

- ✓ Delegation fails when instructions are vague; provide clear context, precise deadlines, and desired output formats when assigning operational tasks.
- ✓ Establish clear protocols for emergency interruptions, empowering your assistant to make common-sense logistical decisions in your absence.
- ✓ Transparent communication allows your assistant to anticipate your workflow patterns, pre-formatting slide decks and organizing daily itineraries without waiting for prompts.