



RELIANT

Conference

EQUIPPED TO SERVE

Developing skills for effective ministry support as Administrative
and Executive Assistants

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If admins stopped showing
up tomorrow, what would
break?

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The admin role is not auxiliary.
It is architectural.

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3 BUCKETS

1. The Role

- Who you are and the influence you carry.

2. The Work

- How you manage complexity with excellence.

3. The Growth

- How you build sustainability, health, and leadership.

THE ROLE

What do you think most people misunderstand about the admin role?

THE ROLE

When did you realize your role was more than just tasks; it was influence?

Admin influence looks like:

- Shaping culture through tone
- Setting emotional temperature in meetings
- Framing communication
- Determining what gets prioritized – and what doesn't
- Protecting vision alignment

EVERYONE

What's the hardest part of
your job right now?

THE WORK

What's the hardest part of managing someone else's world?

THE WORK

How do you prioritize when everything feels urgent?

When everything is urgent:

- What aligns with the leader's top 3 priorities?
- What impacts the most people?
- What has a real deadline vs. perceived pressure?
- What can be delegated, delayed, or declined?

THE WORK

What boundaries have you had to learn to set the hard way?

Healthy admin boundaries sound like:

- Let me check with ___ and get back to you.
- That won't work this week, but here are two options.
- To protect ___'s focus, here's how we handle requests like this.

Managing up:

- Anticipating needs before they surface
- Bringing solutions, not just problems
- Guarding your leader's focus like it's strategic capital
- Giving feedback with honor
- Clarifying expectations early

THE WORK

What's one system or habit that has saved your sanity?

EVERYONE

What's something you've
learned the hard way?

THE GROWTH

What does a healthy admin/exec relationship look like?

A healthy partnership includes:

- Clear expectations
- Defined decision-making lanes
- Mutual trust
- Direct communication
- Feedback both ways
- Shared commitment to mission

THE GROWTH

What advice would you give
to a brand new admin?

THE GROWTH

How do you keep from burning out in a role that never “finishes”?

Early signs of admin burnout:

- Irritation at small interruptions
- Emotional exhaustion
- Resentment toward leader
- Difficulty disconnecting
- Feeling invisible

Burnout doesn't usually start with exhaustion.
It starts with misalignment.

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Sustainable practices:

- Weekly priority reset
- Clear communication rhythms
- Taking PTO seriously
- Delegating when possible
- Investing in peer community

EVERYONE

What would you love to grow in
this year?

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EVERYONE

Q & A

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EVERYONE

What is something you're currently navigating or something you wish your leader better understood about your role?

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CLOSING

What's one thing you wish every admin in this room truly believed about themselves?

What is one shift that would change
your effectiveness this year?

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This week I will:

- Clarify one expectation with my leader
- Implement one boundary
- Improve one system
- Ask for feedback
- Invest in my growth

You are not support staff to the mission.
You are **mission-critical!**

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You don't just manage calendars.
You protect **vision!**

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If you lead an admin,
your clarity creates their capacity!

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You hold the systems.
You protect the leaders.
You steady the mission.
You are mission-critical!

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