

A Case Study

Assistant Support: A Visionary vs. an Integrator™



OBJECTIVES

Explore the similarities and the differences between a Visionary and an Integrator working towards the same goals of their business, the support they receive, and how it helps drive the company forward.

THE VISIONARY

Also known as the 'head cheerleader," Jenna Spencer is the Founder and Visionary at AssistPro®. Her role focuses on the emotional side of the company. She oversees the work culture, while also making sure that the clients and assistants have an exceptional experience.

Jenna gets the most satisfaction out of solving problems, which once resolved propel the business to new heights. She loves to take what's happening, analyze the facts and data, and create the best solution for that problem. In order to have the capacity to be the Chief Problem Solver, she needs to be balanced in her time, which gives her the most energy.

PAIN POINTS

Time

Always giving her time to others, both at work and in her personal life, Jenna found she had zero downtime for herself. She began to realize this was impacting her ability to bring the best version of herself at work and to be present in her home life.

AT A GLANCE

Visionary Needs

- Emotional Support
- Time Protector
- Work- Life Support
- Email/Calendar

Integrator Needs

- Proactive Support
- Process Manager
- Project Support
- Email/Calendar



"I needed someone who could work with my Unique Ability®.

I needed someone who could not only protect my time but someone who would help manage me so that I was working when I would be at my most productive."

Jenna Spencer
Visionary, AssistPro



Capacity

With three kids, each having their own busy schedules, and a growing business, Jenna was struggling to keep up. Her propensity to never say "no" had overflow in calendar.

Energy

With no time to recharge, Jenna felt very overwhelmed personally and professionally. She noticed that she was not providing her best ideas or solutions at work, and the team was not thriving under the galvanizing and energetic leader that they were accustomed to. At home, things like ordering matching Christmas pajamas or individual date nights with each of her children were easily slipping through the cracks.

THE INTEGRATOR

The impact of this role is largely seen in the day-to-day operations of the company. Faustina oversees the leadership, management, and accountability of each seat on the accountability chart. This responsibility sometimes requires her to sit in multiple seats at one time.

Faustina gets immense satisfaction from seeing an idea come to life that helps to drive the business toward future goals. She also finds it rewarding to witness an employee's growth through great leadership. In order to manage all of these facets within the company, she requires efficient processes to help keep everything on track.

PAIN POINTS

Time

Faustina first realized her time was suffering when team members made remarks about expecting 6-8 weeks to receive a response from her. She knew that long of a response time would slow down the progress her team could make on reaching AssistPro's goals.

Capacity

Faustina was sitting in four different seats of a rapidly growing company. She had processes in place but still felt that her time was not being utilized efficiently. She managed an entire team, but what she was hesitant to admit to herself, was that she needed someone who could manage **HER**.



CHALLENGES

- Time Management
- Finding the Right Fit
- Learning to Delegate

For a Visionary it may come more natural to see the benefits of having an assistant. With new ideas constantly flowing and being pulled in multiple directions at all times, having someone to calm the chaos is a welcome idea.

For an Integrator, the concept of needing an assistant can be more difficult to accept. In a world full of carefully constructed processes, allowing someone else to take responsibility for even just a portion of those projects can feel foreign. It is natural for the Integrator to feel that needing assistance is somewhat a reflection of their ability to perform their job.

Both roles need an assistant that communicates the best way for them, individually. The Integrator is likely to prefer a specific communication process, whereas the Visionary may communicate in several different ways, requiring their assistant to be more flexible.

Energy

Faustina knew that if she could get her time managed efficiently while at work, that would cascade into her home life. She set a goal to improve her time management so that she could work a set block of hours and be present for her family when not at work.



SOLUTIONS

As a Visionary, Jenna recognized that she needed support from someone who truly cared about her as a person and not just as a Visionary. She needed someone who would manage her email and calendar but also manage her whole self. Part of this would mean protecting her time, and this didn't just mean blocking off time on her calendar. It meant someone to recognize her capacity limits, someone who could help her say "no."

For over two years now, her assistant has taken care of her on both a professional and a personal level. Not only does she manage her calendar and email, but she takes charge of a project without being asked. Her assistant knows how far she should go before checking in, and getting matching Christmas pajamas for the family happens without Jenna even having to ask. Beyond that, Jenna feels how much her assistant loves and cares for her, she has become her confidant and her sounding board.

For Faustina, accepting that she needed an assistant took a little more convincing. She did not doubt she could use the help, but would she be able to trust someone with her processes? And if she did, would that reflect on her ability to perform her job?

At the beginning of her delegation journey, Faustina determined that she did not want an assistant to change the processes she had in place. The approach was more gradual, getting Faustina comfortable with the delegation process and building a rapport with her assistant. She quickly saw the benefit of the support she received, first and foremost in her email management.

The newfound space she had from not being a prisoner to her inbox allowed her to get more clarity on important company questions and achieve the consistent work schedule she desired, allowing her to be present at home.

Ready for a Virtual Assistant?

[Take the Quiz](#)



"Embrace the discomfort in asking for help.

Needing help has nothing to do with your ability to perform your responsibilities, but it does have everything to do with what is best for your business."

Faustina Kirchhoff
Integrator, AssistPro

TRANSITIONS

The journey to delegation is not linear - the support you need today may not be the same next year. Jenna and Faustina have each had their own experiences transitioning with an assistant. From their first assistant experiences, they determined what their Right-Fit Assistant™ truly was.

Jenna took a long break after her first assistant and did some deep work into discovering what the right fit meant for her.



The difference between her first and current assistant, who has been supporting her now for over two years, is that her current assistant knows her well and takes action accordingly. While her first assistant would clarify and complete tasks given to them, her current assistant continuously finds new ways to support her. She quickly learned Jenna's preferences and took ownership without being asked while also knowing when to check in on a project.

For Faustina, there was no downtime between assistants. She had her first assistant for nearly two years, and during this time they had put highly functional processes in place. When the availability of her assistant changed, and Faustina realized she needed an assistant with more time to support her. She felt the established processes aided in a smooth transition to a new assistant. She has been impressed by what her current assistant has been able to help her accomplish in just a few months. Her assistant processes and communicates similarly, while also inventing new ways to support her. Most recently, linking tasks from Faustina's Trello to the time blocks on her calendar to ensure she is working on the right tasks and projects, at the right time.

GUARANTEE

Knowing where to begin with delegation can be daunting, but we are here to help! We believe in having the right people in the right seat, and that is why we have created an extensive matching process. **We Won't Rest Until The Match Is Right!**

Are You Ready To Get The
Right Support For You?

SCHEDULE A DISCOVERY CALL

