

TOOL 05

Who's Who Map

Who really gets things done, and how each person likes to be contacted.

Inside

The five circles of your workplace · Your contact map
Your support teams · Your boss's VIP list

Titles tell you who is senior. Your map tells you who gets things done.

In any office, a few people quietly make everything work. Find them in your first two weeks.

1 • Your boss

Your most important relationship.

2 • Their direct reports and close colleagues

The people your boss works with every day.

3 • The other assistants

Your best allies. They know how everything really works.

4 • Support teams

IT, HR, facilities, finance, reception, security, mailroom.

5 • External VIPs

Clients, partners and guests your boss values most.

WHY IT WORKS

Experienced assistants point out that the assistant to your boss's peer, or the person at reception, can matter more to your success in the first months than many senior managers (EA and Beyond, 2024). Notice who people go to with questions.

FROM 26 YEARS AT THE DESK

Write one neutral detail next to every name: where they sit, what they approve, what they asked you for. Never write personal judgments. Your map should be something you could show anyone without embarrassment.

YOUR CONTACT MAP

People you work with

[illegible]

More people

THE FIRST 30 DAYS · WHO'S WHO MAP

Who to call when something breaks

Fill this in during your first two weeks. You will use it every week after that.

TEAM	NAME	PHONE OR EMAIL	USE THEM FOR
IT help desk			
HR			
Payroll			
Facilities			
Finance and expenses			
Reception			
Security			
Mailroom and couriers			
Travel agency or booking tool			
Catering			
Printing and supplies			

[illegible]

You do not need to remember all of this. That is what the map is for. Look things up without shame: good assistants check, they do not guess.