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Review Book



Welcome to the Nova Review Book!

Here you'll find a compilation of testimonials from students who've successfully **leveled up their impact** with the help of our online course. **With Nova's expertise**, they've not only learned how to navigate the ins and outs of the Chief of Staff role, but **how to thrive in their current one**. Our students' experience is a testament to the power of hands-on practice in the **real functions on the job** as a Chief of Staff—even if they were not previously in such a role. **If you're considering making moves in your career, let Nova Chief of Staff be the gateway to bigger and brighter things.**





Templates and Tools



"The organizational templates were particularly helpful to see how another person organizes. It has provided me with a few new ways to think about how to organize within my role."

-Bree, Jan. 24, Chief of Staff

"Regarding the planning templates, I've used many in the past, but none have truly stood out until I came across your business planning template. It serves as an excellent starting point and is adaptable to various roles."

-Elizabeth, Jan. 22, Executive Assistant



“Overall, the investor PowerPoint exercise proved most beneficial, as it allowed me to translate data and information into a presentation format.

Given that I often prepare slide decks for board and committee meetings in my job, the experience was particularly valuable. I gained valuable insights from the PPT report assignment, particularly in the areas of formatting a presentation and utilizing the cameo and recording features – tools I hadn’t previously used in my role.”

– Peg, Jan. 2024, Executive Assistant





“One of the biggest takeaways for me was the refined operational efficiency tools we were provided throughout this course.

Seeing how to better streamline operations and improve overall efficiency within the daily workflow was excellent. I walk away with a clearer understanding of how to lead special projects, implement new processes, and prioritize information across collaborations of units.”

– James, July 2023, Police Captain



Professional Growth

“I’ve never had teachers that were this understanding in college! Grateful for Maggie Olson and Nova Chief of Staff for this excellent certification that I can complete on my own time (full-time job, two kids under 5) when I’m mentally able to do the work and physically able to record a mock investor presentation to level up at work and grow my skill set!”

–Jessie, Jan. 2024, Executive Assistant

“I am really loving this course. Such practical coursework, and Maggie’s expertise and approach is so good with students!”

– Traci, Aug. 2023, Public Relations



Maggie Olson, Nova Founder





"This course has validated the many tactics I've been using in my current CoS role, as well as provided me with additional recommendations on how I can expand my skillset and provide even more value to the leadership team."

– Allison, Jan. 2024, Chief of Staff

"I learned ways I can communicate better and how I can continue to evolve my skills in that area."

– Dawn, Jan. 2024, Executive Assistant

"I found the exercise of writing up briefs to be exceptionally valuable. This hands-on approach allowed me to apply the concepts learned in a practical manner, emphasized the importance of effective communication, demonstrated how well structured briefs can facilitate decision making, and enhanced efficiency in senior executive support. I can already see the direct and immediate application of this skill in my current role."

– Allison, Jan. 2024, Chief of Staff

"For those who are curious and don't know if they're quite ready, this will prepare you - just do it! For those that feel they have one foot in already, you will leave with both feet firmly planted."

– Traci, Aug. 2023, Public Relations





Demystifying the Role

“What I enjoyed most about the course was just the real world, no holds barred truth about what the role is; how varied it can be, how it can present challenges, and how it challenges your current skill set to essentially get better.”

– Lynn, Jan. 2024, Executive Assistant

“The course gave me a very good understanding of the CoS role and pushed me to reflect on how I could possibly fit.”

– Janelle, Jan. 2024, Executive Assistant



"This course has impacted my understanding of the Chief of Staff role exponentially. I feel like I can support the executives I currently serve a bit better, and bring new information to my position. For me, the help with agendas and note taking will help me grow within my current position. I'll definitely be using the templates, and will integrate them within our department."

–Kristy, Jan. 2024, Executive Assistant

"I've found the course really insightful, interesting, and inspiring. While I had an awareness of the role's potential responsibilities, my understanding of scope, depth, and breadth of the role was really enriched with each module. The role of the Chief of Staff can vary so greatly based upon industry, individuals, size of organization, etc. However, the core aspects of collaboration, effectiveness, communication, and solution focus are clear."

– Natalie, Oct. 2023, Business Manager



"This course has significantly deepened my understanding of the Chief of Staff role and their critical support for senior executives and leadership teams. I've come to appreciate how the Chief of Staff serves as a strategic partner, acting as a bridge between the executive and the rest of the organization.

The course shed light on the role's multifaceted nature, ranging from operational efficiency and stakeholder management to enhancing communication and driving organizational alignment. This holistic view has illuminated the Chief of Staff's pivotal role in executing the executive's vision, and fostering a cohesive leadership team."

-Haley, Aug. 2023, Senior Managing Director





“This course has significantly influenced my understanding of the role of a Chief of Staff and their support for executives and leadership teams. With each module, my understanding and clarity about the Chief of Staff’s role deepened.

I now understand that the Chief of Staff serves as a strategic partner to the executive, focusing on execution while the executive shapes the vision. Additionally, the Chief of Staff plays a pivotal role in aligning the team’s efforts in a unified direction, a realization that has left me enthusiastic about this role. As a former cheerleader, I love rallying teams towards a common goal!”

– *Mariaina, Oct. 2023, Executive Assistant*



Stepping Into the Role

"My biggest challenge prior to enrolling in the Chief of Staff Certification course was getting a handle on what to call my set of skills. I've been a relied-upon colleague for years to handle sticky situations, provide leadership through change, rally colleagues, reinforce culture, and serve as a right-hand to leadership. This made me feel a bit rudderless in terms of thinking about career paths.

The Chief of Staff Certification course gave me an invaluable perspective on how to take my skills and experience to the next level professionally. There is absolutely no better test of fitness or aptitude than trying something out, and the Chief of Staff Certification course allows you to do just that. The readings and assignments are grounded in real-world, day-to-day experiences that someone may have as a Chief of Staff, no matter which industry they are in.

I feel a great sense of confidence heading into my next role! Whether you have been thinking of making the move to become a Chief of Staff, or perhaps are doing the work of a Chief of Staff by any other name, this course allows you to learn more about career paths and test your interests in a fun and engaging way. If you're at all curious about what a Chief of Staff does, or whether that is the right career path for you, there is no downside to trying things on for size through the Chief of Staff Certification course."



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"After taking the course, I felt much more confident and knowledgeable about what I wanted my next career move to be. It took a lot of the ambiguity out of what a Chief of Staff does (or should be doing!), and reinforced for me that the skills I had built professionally up to that point were well-suited for making the move to a Chief of Staff role. During the application and interview process, I was able to reference the work in the Chief of Staff Certification course both as evidence of skill building, but also as a contributing factor to why I was interested in the Chief of Staff role in the first place. The course really allowed space for personal reflection about what I find interesting, fun, challenging, etc. in my work, and for considering those things when seeking a new position.

Stepping into this role, I'm feeling more confident having gone through the Chief of Staff Certification course. Knowing I've learned best practices, read prevailing thinking on what factors lead to Chiefs of Staff experiencing success, and have also been made aware of common pitfalls, I have a sense of calm and purpose I'll bring with me from day one. Maggie Olson has a tremendous wealth of knowledge; not only is she skilled as an instructor in guiding students through the coursework, but she also goes above and beyond to serve as a resource. Open to questions and willing to crowdsource answers through her impressive network, Maggie brings so much of herself to the Chief of Staff Certification course, and that is one of the best parts about the experience."

*–Beth, Sep. 2023, Chief of Staff to the Chancellor, University of Illinois Chicago
(Role Prior to Completing Course: Senior Director, Alumni Relations & Development, University of Chicago)*



"I was lacking confidence and self belief as to whether I could really make the leap from EA to Chief of Staff. Although I knew I had the skills and experience, I wasn't able to confidently articulate that to potential employers, and therefore was not getting cut through when applying for those roles.

The course validated that the skills and experience I have absolutely align with Chief of Staff roles, giving me a renewed confidence to pursue the role. The practical exercises provided tangible resources I can use to demonstrate my capabilities, and the articles and insights gave me the opportunity to learn and reflect, transforming my thinking and reframing my approach to focus more on all the attributes I bring to the table rather than the areas where I'm not as strong. **The course instilled a sense of confidence and assurance in my abilities and, more importantly, gave me the tools to be able to articulate that to prospective employers.**

Since completing the course and sharing the news on LinkedIn, not only am I being seen as a more credible candidate for Chief of Staff roles, I actually have recruiters and potential employers proactively reaching out to me about them! I'm confident that I will be able to say I'm a bona fide Chief of Staff in the near future."



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"I would wholeheartedly encourage you to enroll! This course not only provides valuable knowledge and insights into the Chief of Staff role, but also offers a chance for self reflection and a renewed sense of confidence. It's a pathway to unlock opportunities and overcome the self-doubt that may be holding you back. **If you're considering a move into a Chief of Staff role or looking for professional growth, this course can be a game-changer.**

I really appreciate the support along the way from Maggie. It's clear she's put a lot of hard work into building the course, and is truly invested in the students and their success. I appreciated her words of wisdom and valuable, actionable feedback along the way."

– Liv Wilson, Dec. 2023, Executive Business Partner



Testimonials Expanded

"Prior to enrolling in this course, **my biggest challenge was understanding the role between Administrative Assistant and Chief of Staff.** Not knowing the difference led me to feel confused and overworked.

As a current new Chief of Staff, I signed up for this course to better understand the role, and to learn organizational tips and tricks to be successful in the role. **This course did not disappoint!** I heard about very real situations from subject matter experts, and learned how to create complete tracking documents to help pull tasks together for successful communication and implementation.

This course reinforced that the role of a Chief of Staff is multifaceted, working with internal and external stakeholders for success on initiatives, and freeing up the CEO's time for big-picture thinking.

After taking the Chief of Staff Certification course, **I am much more confident in my role, and I can delegate appropriately.** I have learned to be organized and to communicate in an organized fashion with the CEO and C-Suite. If you have any questions about expectations and the role of a Chief of Staff, enroll in this course. Thank you, Maggie, for organizing this course. It was perfect timing for me in my career."

-Barbara, Sep. 2023, Healthcare Chief of Staff



Maggie Olson, Nova Founder





“This course has deepened my understanding of the Chief of Staff role. The CoS is not only the force multiplier, but also the strategic advisor to the Principal on systems, processes, people, and governance within an organization. One crucial aspect of the role is being ready to work through ambiguities. I am the kind of person that gets excited when faced with the unknown, both professionally and personally.

The entire course was well prepared to educate students on what they will be facing in the CoS role. Every module was adding a little bit more to the understanding of what the CoS role entails, from outlining the nuances of the role, to watching videos from thought leaders in the CoS field, to getting into the nitty-gritty challenges that someone may encounter while in the role. **The practice assignments were an excellent way to test our knowledge when faced with real-life business challenges of a CoS.**

All the core competencies that we learned through the course would be valuable in any CoS role. **One of the reasons that I got very excited about the CoS certification was that I wanted something different from the cohort sessions that are mostly offered for this role.** This certification not only gives us hands-on practice for all situations you can encounter in a CoS role, but also fully prepares you for the role. Contrary to the CoS cohort sessions, the CoS certification is accredited, and **I am confident this certification on my resume will help me stand out from other candidates when looking for a CoS role.**

I certainly feel better prepared to interview and succeed in a Chief of Staff role. The breadth of information received from this course about the role is invaluable.”

– Annette, Oct. 2023, Sr. Executive Assistant



Event Testimonials



Maggie Olson, Nova Founder

AI in the C-Suite Panel

"Maggie, you did an incredible job creating this presentation! From the intro, to the questions, to the flow. Absolutely engaging! I have participated as an attendee in many presentations and today's conversation has been by far the best! Your panel's professionalism and knowledge was 100%."

"Maggie did a great job on facilitating the webinar and keeping information on track. The hour and a half went by so fast!"

"So grateful for you all taking the time to prepare and present this information specific to EAs/CoS. So much helpful and relevant information presented simply! Thank you!"

Nova Chat with Travis Roderick

"Travis Roderick was a discussion I was able to join yesterday and it was amazing. It's exactly like my career path currently; it was really inspiring and gave me great confidence that I too can do this!"

"The Nova Chat with Travis Roderick was fantastic! It was great to hear Travis talk about being seen as "only an EA", and that: 1) being a career EA is okay and 2) it is also okay to want more."





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to take the next leap in your career!



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