

2 Day EA/PA Congress  
16<sup>th</sup> & 17<sup>th</sup> November 2011, Cliftons Centre, Sydney

# **NATIONAL CAREER PROGRESSION CONGRESS FOR EXECUTIVE ASSISTANTS AND PERSONAL ASSISTANTS**

## **Theme of Day 1**

**Negotiation, Persuasion and Problem Solving Skills for Executive Assistants & Personal Assistants**

## **Theme of Day 2**

**Project Management for Executive Assistants & Personal Assistants**

### **Why to attend?**

- ✦ Proven track record with hundreds of EAs and PAs who have benefited by attending our professional seminars and conferences in the past.
- ✦ New and improved agenda based on feedback from past attendees.
- ✦ Excellent speaking faculty with inspirational delivery and relevant content.
- ✦ New strategies that are practical and relevant for the modern EA/PA for enhancing their current skills and to provide them with tangible solutions that they can use in their workplaces to achieve successful results.
- ✦ Excellent networking opportunities where you will have the opportunity to meet many EAs and PAs with diverse experiences and skills.
- ✦ The Project Management course introduced by us has proven very beneficial for many EAs and PAs who seek to enhance their current skills and take up project management roles in the near future.
- ✦ Some of the EAs and PAs who have attended our project management course have progressed their careers in project have since taken up project management roles.
- ✦ Hear practical strategies in enhancing negotiation, persuasion and problem solving skills, all of which are very important for a career progression path.
- ✦ Feedback from EAs and Pas who have attended our various courses have been included in this summit and sessions are tailored to address the key issues.
- ✦ Learn a raft of key strategies in learning and applying project management skills.
- ✦ Hear practical solutions in mastering key personal development skills and how they impact your career progression objectives.
- ✦ Excellent team discounts and an affordable investment to give you the best value for your time and investment.

**TO REGISTER CALL NOW!**

TEL: (02) 95807327 FAX: (02) 9585 2094, Email: [info@learningnetworks.com.au](mailto:info@learningnetworks.com.au)

*Organised and Developed By: LEARNING NETWORK SOLUTIONS*



## ABOUT THE 2 DAY CONGRESS

After a range of successful past events attended by hundreds of EAs and PAs, *Learning Network Solutions* is proud to present this new 2 day separately bookable EA/PA Congress. The key objective of this event is to address proven tools and techniques for enhancing the current skills of EAs and PAs that assist in their career progression path. Backed up an experienced and a proven speaking panel, the congress aims at addressing various strategies, tools and techniques to further enhance the current skills of EAs and PAs.

Day 1 of the summit will address all the key attributes and skills required for career progression. Day 2 of the Congress will detail in a practical manner the key requirements, considerations and strategies for EAs and PAs to make a career progression in project management. We are arguably the pioneers of the Project Management Courses for EAs and Pas and the course since its inception has being considerably improved based of the feedback of the attendees. For those of you who have attended our Project Management course, please note this is a new format with additional improvements.

Backed by an excellent speaking panel, this summit will offer strategies that are both practical and relevant for the modern EA/PA for enhancing their current skills and provide them with solutions that they can use in their workplaces to achieve successful results and advance their careers by taking on more challenging roles and responsibilities.

### What some of the past attendees have to say about their experience in attending our professional development conferences and seminars?

- Very motivational and inspiring, given me belief in myself-EA, *ANZ Bank*
- I feel more confident to put my hand up for any upcoming project management at work, encouraging me to look at my own career path-EA, *Queensland Police*
- Empowering and highly motivational-EA, *Kelloggs Australia*
- Inspirational, gave me a better insight into project roles, personal development and motivation-EA, *Department of Education NSW*
- Motivational presenters and very engaging-EA, *Ericsson Australia*
- Engaging, knowledgeable and good examples-EA, *Department of Environment NSW*
- Very informative and motivating - EA, *Australian Taxation Office*
- Fantastic speakers, great content and very inspiring - PA, *Australia Post*
- Very professional, good tips and networking - EA, *Queensland Rail*
- Excellent conference addressing relevant issues that face us, I will attend future courses organized by LNS- EA, *Department of Families, Housing, Community Services and Indigenous Affairs*
- Very influential, interesting and motivating - Senior Admin Officer, *University of Technology*

## PROGRAM AGENDA

Day1 Wednesday, 16<sup>th</sup> November

**8.30 – 9.00: REGISTRATION AND TEA ON ARRIVAL**

**9.05 - 9.10: OPENING REMARKS BY THE CHAIR**

**9.10 – 10.10: SESSION 1**

## RELATIONSHIP BUILDING AND NETWORKING

- Importance of networks and strong relationships
- Types of business networks
- Networking processes
- Creating genuine relationships and their value in networks
- Developing and nurturing relationships in networks
- Comparing the value of deep v/s broad networks
- The value of giving and receiving

**John (Jack) Donovan, Principal**  
**WORKSHOP 777**

**10.10 – 10.35: NETWORKING TEA BREAK**

**10.35 – 11.45: SESSION 2**

### **PROBLEM SOLVING SKILLS AND TECHNIQUES**

Ed has worked in several senior management positions in both the public and private sector. In this session, Ed will share with you his practical experience in how to solve problems in an effective manner. The session will address on how to clearly identify and define a problem, creative techniques to explore possible solutions, appropriate techniques on how to narrow alternatives and make a sound decision and how to develop an effective action plan.

**Ed Blow**, Managing Director, **E & S CONSULTANTS**

**11.45 – 12.45: SESSION 3**

### **WHAT TYPES OF SKILLS DO EMPLOYERS LOOK FOR IN ASSISTANTS**

This session will provide insights into the EA/PA skills shortages and the recruitment market in general. Find out what skills and attributes are in high demand and what you need to do to be successful in your career. This will be an interactive discussion covering a range of topics and will arm you with valuable information on which to build your career. This session will also address the typical career progression in a medium to large organisation.

**Hannah Maiden**, Manager, **HAYS**  
**Lorraine Carr**, Team manager, **HAYS**

**12.45 – 1.45: LUNCH TO BE PROVIDED AT THE VENUE**

**1.50 – 3.15: SESSION 4**

### **ENHANCING YOUR PROFILE THROUGH EFFECTIVE NEGOTIATION SKILLS**

In this session, Dominic will address several strategies on how to do effective negotiations. Through interactive discussions, Dominic will enlist the skills required to be an effective negotiator and how it further enhances your profile at work. Dominic is highly renowned for his inspiring and entertaining style and in this session you will get the first hand experience of that.

**Dominic Siow**, Master Trainer and Peak Performance Expert, **EQ STRATEGIST**

**3.13– 3.30: AFTERNOON TEA**

**3.30 – 5.15: SESSION 5**

### **PERSUASION AND INFLUENCING SKILLS TO ACHIEVE POSITIVE OUTCOMES**

Our ability to persuade can make a significant impact on the outcomes we seek to achieve at work. In this session, Dominic will address strategies and tips on how to be a master persuader and how to influence others to get the result you want. Through case examples and practical discussions, Dominic will detail proven techniques in persuasion and influencing skills.

**Dominic Siow**, Master Trainer and Peak Performance Expert, **EQ STRATEGIST**

**5.15 - 5.30 SUMMING UP & CLOSE OF DAY**

**8.30 – 9.05: REGISTRATION AND TEA ON ARRIVAL**

**9.05 - 9.10: OPENING REMARKS BY THE CHAIR**

**Dominic Siow**, Master Trainer and Peak Performance Expert, EQ STRATEGIST

**9.10 – 10.10: SESSION 1**

### **PROJECT MANAGEMENT IN ACTION: COORDINATING THE LOCATION OF A COMPANY'S PREMISES**

More often than not, EAs and PAs are delegated the task of co-ordinating the relocation of a company's premises. Most of the times the responsibility is on to the EA's & PA's to organise and implement this task. In this practical case study based session Gary will outline the various project management tasks and principles for EA's and PA's through the example of office relocation.

**Gary Poehhacker**, Director,  
D & C INTERIOR PROJECTS

**10.10 – 10.30: NETWORKING MORNING TEA BREAK**

**10.30 – 11.50: SESSION 2**

### **PROJECT MANAGEMENT TOOLS AND CHECKLIST FOR MANAGING A PROJECT**

- What is a project? Why do projects fail? How to plan effectively?
- Basic Project Management tools
- Essential skills in project management – Is project management right for me?
- The knowledge areas of a project lifecycle
- Working the plan and monitoring/controlling the work
- Handy tips to leapfrog your career in project management

**John Donovan**, Principal  
**WORKSHOP 777**

**11.50 – 12.40: SESSION 3**

### **TRANSITION PATHWAY FROM EA/PA TO A PROJECT MANAGER**

- Transition pathway from EA/PA to Project Manager
- My transition
- Applying existing skills & behaviors
- The 3Cs
- Executive Leadership Framework capabilities
- Discretionary effort

**Susanne Hamilton**, Tax Practitioner and Lodgement Strategy  
**AUSTRALIAN TAXATION OFFICE**

**12.40 - 1.40: LUNCH TO BE PROVIDED AT THE VENUE**

Sessions 4 & 5 will be facilitated by: **Dominic Siow, Master Trainer and Peak Performance Consultant at EQ STRATEGIST**

**1.40 – 3.30: SESSION 4**

**HOW TO IDENTIFY AND INTEGRATE LEADERSHIP ATTRIBUTES AND SKILLS IN A PROJECT MANAGEMENT SCENARIO**

- Performance measuring: What style of leader are you?
- Identify your strengths and weaknesses
- How to integrate your management style for the project's best outcomes
- What is Emotional Intelligence? How is it relevant to Project Management?

**3.30– 3.45: AFTERNOON TEA**

**3.45 – 5.15: SESSION 5**

**PROACTIVE PROJECT MANAGEMENT COMMUNICATION AND RELATIONSHIP BUILDING**

- Identifying stakeholders
- Building relationship capital with your stakeholders
- Planning your communications
- Getting stakeholder buy-in
- Tracking the success and effectiveness of your communications
- How to conduct effective meetings and get the most from them

**5.15 – 5.30: SUMMING UP & CLOSE OF THE SUMMIT**

**CONFERENCE SUPPORTED BY**

**Workshop777**

**&**

**HAYS** Recruiting experts  
in Office Support

**NATIONAL CAREER PROGRESSION  
CONGRESS FOR  
EXECUTIVE ASSISTANTS & PERSONAL  
ASSISTANTS**

**2 Days, 16<sup>th</sup> & 17<sup>th</sup> November 2011  
Venue: Cliftons Centre, Sydney**

**\*\*REGISTRATION FORM\*\***

**Register By:**

**Tel: (02) 95852304 or (02) 95807327  
Fax: (02) 9585 2094  
Email: [info@learningnetworks.com.au](mailto:info@learningnetworks.com.au)**

**INVESTMENT TOTAL:**

- Register for 2 days : \$1650 + GST: (\$ 1815) – **Save \$275**  
 Register for Day1 only : \$950 + GST :(\$1045)  
 Register for Day 2 only: \$950 +GST : ( \$1045)

**First Delegate:**                      **Day 1**                                      **Day2**  
Name \_\_\_\_\_  
Position \_\_\_\_\_  
Email \_\_\_\_\_

**Second Delegate:**                      **Day 1**                                      **Day2**  
Name \_\_\_\_\_  
Position \_\_\_\_\_  
Email \_\_\_\_\_

**Third Delegate:**                      **Day 1**                                      **Day2**  
Name \_\_\_\_\_  
Position \_\_\_\_\_  
Email \_\_\_\_\_

**Organisation:** \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
**Sign:** \_\_\_\_\_

**\*Invoice shall be sent after receipt of the registration  
\* Please make payment prior to the event  
\* Cheques made payable to *Learning Network Solutions***

**Please debit my:**

**Visa      Amex      Master card      Bankcard**

**Card Number:** \_\_\_\_\_

**Expiry Date:** \_\_\_\_\_

**Cardholder's Name:** \_\_\_\_\_

**Professional Development**

This congress is developed from the perspective of your ongoing professional development.

**Venue**

Cliftons Centre, 190 & 200 George Street,  
Sydney. Tel:1800629088

**Documentation**

Conference documentation provided by speakers will be provided at the venue.

**Team Discounts- only one discount applies**

\*Register 3 delegates for both days and receive a free pass for the 4<sup>th</sup> delegate

\* Register 4 delegates for any one of the days and receive a free pass for the 5<sup>th</sup> delegate for any one day

\*Register 5 delegates for both days and receive a free passes for the 6<sup>th</sup> and 7<sup>th</sup> delegates

\* Please contact us for a customized package to register more than 7 delegates

**Lunch**

Lunch and refreshments will be provided at the event. Please inform us about dietary requirements if any.

**Privacy Statement**

We do not have mailing lists and we do not share your contact information with any external agency. Information supplied by you may be used by LNS to provide you with further information about our events

**Cancellation Policy**

Cancellations made 2 weeks prior to the event will receive a complete refund. For cancellations done within 2 weeks of the program you are liable to make full payment and no refund can be made. We will issue you a credit note that could be used to attend any of our future events of the same amount. If event is not held due to any reason, our liability is limited to the event fee only. In any event our liability is limited to the event fee only.

**Program Changes**

We reserve the right to make changes in the program and the panel of speakers.

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