

EA PA Women's Summit

Develop the skills, strategies and technical know-how to unleash your potential and gain the edge in your career

FEATURED SPEAKERS



Fiona Huane
Executive Assistant to the Managing Director
EnergyAustralia



Narrelle Aickin
Executive Assistant to the Chief Marketing Officer
ANZ Bank



Julie Frinsdorf
Executive Assistant to the Chief Financial Officer &
Deputy Secretary of Finance & Asset Management
Ministry of Health NSW



Justin Pacione
Staff Officer to the Director General Training &
Doctrine
Australian Army



Tennille Younger
Executive Assistant to the Chief Executive Officer
Sportsgirl



Gayle Edwards
Executive Assistant to the Chief Executive Officer
Zurich Financial Services Australia



Tracy Caine
Executive Assistant to Associate Secretary,
Indigenous Affairs
Department of the Prime Minister and Cabinet



Dominique Rickard
Executive Assistant to the Chief Development
Officer
Newcrest Mining Limited



Yasmin Noakes
Executive Assistant to the Chief Executive Officer
**Australian Nuclear Science and Technology
Organisation**



Felicity Cannon
Executive Support Officer to the Deputy Secretary,
Commercial & Economic Group
Department of Premier & Cabinet NSW



Kate Kennedy
Executive Assistant to the Chief Financial Officer
City of Sydney



Shelley Rae King
Executive Assistant to the Director, Legal and
Governance
The University of Wollongong Australia



Theme: 'Gain the Edge'

Summit

29 & 30 January 2019

Post-Summit Workshop

31 January & 1 February 2019

Novotel Sydney Darling Square

Manage expectations & manage up

Thrive through conflict & change

Balance your personal &
professional life

Define your vision for the future



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2019 Theme: 'Gain the Edge'

The role of executive support is rapidly advancing. How can you take your career to the next level? How can you realise your true potential? If you're looking to gain an edge and stand out from the crowd, you must embrace the future and continue to refine your skill set.

This educational and inspirational event will explore the foundations of leadership success and help you reignite the passion in your career.

Summit Day One

29 January 2019

OPENING KEYNOTE CASE STUDY

9.00 - 9.50

Gain the edge

- Position yourself for career advancement
- Discover the importance of self-development
- Use initiative to create opportunity

Narrelle Aickin Executive Assistant to the Chief Marketing Officer
ANZ Bank



EXPERT COMMENTARY

9.50 - 10.40

Influence and negotiate for success

- Understand your emotions and communicate effectively
- Develop a planned negotiation process
- Overcome resistance and influence without authority

Liz Van Vliet
Certified Coach, Consultant,
Trainer and Podcast Host
Being Indispensable



INTERACTIVE PANEL DISCUSSION

10.55 - 11.45

Lead as an Executive Assistant

- Lead by example and monitor implementation
- Learn to control and solve problems proactively
- Develop the skills of persuasion, consolidation and innovation

Gayle Edwards Executive Assistant to the Chief Executive Officer
Zurich Financial Services Australia



Tracy Caine Executive Assistant to Associate Secretary, Indigenous Affairs
Department of the Prime Minister and Cabinet



Narrelle Aickin Executive Assistant to the Chief Marketing Officer
ANZ Bank



EXPERT COMMENTARY

11.45 - 12.35

Thrive in the face of conflict and change

- Boost emotional intelligence to maintain control
- Develop strategies to effectively manage conflict
- Build resilience to cope with change

Julie Alexander
Chief Executive Officer
Changing Change International CCI



INTERACTIVE PANEL DISCUSSION

1.35 - 2.25

Steps to achieve a work-life balance that benefits you

- Prioritise the right task at the right time
- Discover the potential of active delegation
- Embrace flexible work environments

Julie Frinsdorf Executive Assistant to the Chief Financial Officer & Deputy Secretary of Finance & Asset Management
Ministry of Health NSW



Felicity Cannon Executive Support Officer to the Deputy Secretary, Commercial & Economic Group
Department of Premier & Cabinet NSW



Yasmin Noakes Executive Assistant to the Chief Executive Officer
Australian Nuclear Science and Technology Organisation



CASE STUDY

2.25 - 3.15

Manage, anticipate and control complex tasks & problems

- Techniques to manage yourself and others
- Use initiative and anticipate needs
- Strategies to control complex international travel and costs

Dominique Rickard
Executive Assistant to the Chief Development Officer
Newcrest Mining Limited



EXPERT COMMENTARY

3.30 - 4.20

The importance and benefits of networking

- Exchange opinions and ideas for a fresh outlook
- Create opportunities and utilise new connections
- Gain support to achieve common goals and solve problems

Sharon Luxford
Chief Executive Officer
Frock Up & Rock Up



NETWORKING RECEPTION

4.30 - 5.30

Who will attend?

- Office of the CEO
- Executive Assistants
- Department Assistants / Coordinators
- Personal Assistants
- Executive Support
- Executive Coordinators
- Project Officers
- Staff Officers
- Administration Staff
- Office Managers
- Business Support
- Operations

More people? More savings!

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Summit Day Two 30 January 2019

OPENING CASE STUDY 9.00 - 10.00

Mentorship for progression

- Increase your circle of influence and gain professional recognition
- Obtain exposure to new ideas and ways of thinking
- Receive guidance and career enhancement

Fiona Huane

Executive Assistant to the Managing Director
EnergyAustralia



EXPERT COMMENTARY 10.00 - 11.00

Maximise your communication effectiveness

- 3 ways to remain authentic and have strategic conversations
- Simple skills to adapt to whomever you're talking to
- Strategies to make people like and trust you immediately

Arabella Macpherson

Founder and Communications Coach
Resonate Communications



CASE STUDY 11.15 - 12.15

Overcome barriers for successful collaboration

- Understand the communication hierarchy
- Build and foster positive workplace relationships
- Develop skills for successful collaboration and compromise

TBA

INTERACTIVE PANEL DISCUSSION 1.15 - 2.15

Manage your manager - Influencing up

- Assertive communication
- Establish rapport with your manager
- Adapt to different needs and styles of working

Tennille Younger
Sportsgirl

Shelley Rae King
The University of
Wollongong

Justin Pacione
Australian Army

Kate Kennedy
City of Sydney

Australia



EXPERT COMMENTARY 2.15 - 3.15

Manage stress through mindfulness

- Strategies to reduce stress
- The fundamentals of mindfulness
- Build practical techniques for organising your work

Deb Assheton

Expert Facilitator
The Amplify Group



INTERACTIVE CLOSING ROUNDTABLE 3.30 - 4.30

Create and define your vision for the future

- Key lessons from the last two days
- Strategies to build success and unleash your potential
- SMART action plan for your future

Catherine Nolan

Director & Principal Coach
Gender Gap Gone



Post-Summit Workshop

Innovative Dynamic Executive Assistant

Day One 9.00 - 4.30

Proactive self-management for executive support excellence

- Navigate organisational politics and tackle complex conversations
- Respond proactively to challenging situations and changing environments
- Create strong professional relationships by establishing trust and credibility
- Project empathy and stay in control of a situation

Develop and maintain resilience in a high pressure, high volume environment

- Develop emotional resilience to maintain composure during times of conflict
- Strategies to initiate sensitive conversations and effectively raise concerns
- How to effectively manage high level and high volume workloads
- Increase confidence to broach sensitive topics across your organisation

Manage expectations and manage up

- Build an authentic and influential relationship with your manager
- Optimise time with your manager and optimise your manager's time
- Gain full engagement from your executive during times of high pressure
- Explore communication strategies to address difficult conversations

Influence with integrity (power without power)

- Develop the ability to build rapport and maintain relationships
- Find your communication style to maximise your influence on key decisions
- Remain authentic when faced with making difficult decisions
- Foster relationships of trust

Expert Facilitator: **Liz Van Vliet** Certified Coach, Consultant, Trainer and Podcast Host **Being Indispensable**

31 January & 1 February 2019

Day Two 9.00 - 4.30

Get across the issues, work across the business

- See past your own sphere and work with sensitivity
- Increase personal presence within the executive office and model behaviour
- Proactively manage expectations to operate autonomously
- Anticipate needs and prioritise to protect your time (and your manager's)

Positive communication and Emotional Intelligence (EQ)

- Discover the ability to assess and measure EQ in yourself and others
- Understand your EQ and its impact on the way you are perceived
- Leveraging your EQ in the workplace
- Communication styles - you get back what you give out

Effectively engage with different (and sometimes difficult) personalities

- Deal with a range of personalities in high pressure situations
- Navigate challenging situations and effectively communicate compromise
- Understand different communication styles to best resolve conflict
- Effectively deal with ambiguity

Balance your workload and active career planning

- Manage and maintain work-life balance with an ever-increasing workload
- Project and predict - best practice calendar and diary management fundamentals
- Establish a leadership mindset that will accelerate your career development
- Develop a personal action plan and practical strategies to implement

