EA PA Women's Summit

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

FFATURED 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



NSN

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





Tennille Younger Executive Assistant to the Chief Executive Officer Sportsgirl



ZURICH

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

Executive Assistant to the Chief Financial Officer



CITYOFSYDNEY 🕀 🔞

ansta









Members of supporting organisations receive a special 10% discount off standard rates!

ORGANISED BY





Kate Kennedv

City of Sydney

Executive Assistant to the Director, Legal and 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



EARLY BIRD DISCOUNTS Book & Pay by 24 August 2018 to receive an additional Value Plus Discount!

Phone: +61 2 8239 9711 www.liquidlearning.com



NEWCREST

tralian Govern

Department of the ne Minister and Cabinet

Priority Code - I

EVENT PARTNER

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.

9.00 - 9.50

Summit Day One

OPENING KEYNOTE CASE STUDY

• Position yourself for career advancement • Discover the importance of self-development Use initiative to create opportunity Narrelle Aickin Executive Assistant to the ANZ 🖓 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, INDISPENSABLE 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 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

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**



11.45 - 12.35

EXPERT COMMENTARY The importance and benefits of networking

Dominique Rickard

Executive Assistant to the

Chief Development Officer

Newcrest Mining Limited

CASE STUDY

• Exchange opinions and ideas for a fresh outlook Create opportunities and utilise new connections

Techniques to manage yourself and others

• Use initiative and anticipate needs

• Gain support to achieve common goals and solve problems

Manage, anticipate and control complex tasks & problems

• Strategies to control complex international travel and costs

Sharon Luxford

Chief Executive Officer Frock Up & Rock Up

NETWORKING RECEPTION

4.30 - 5.30

2.25 - 3.15

NEWCREST

3.30 - 4.20

Who will attend?

- Office of the CEO
- Executive Assistants
- Department Assistants / Coordinators
- Personal Assistants
- Executive Support
- Executive Coordinators



- Staff Officers
- Administration Staff
- Business Support
- Operations

More people? More savings!

Receive a 22% discount when booking a team of 15 to attend: Call: +61 2 8239 9711 or Email: registration@liquidlearning.com.au

Office Managers



29 January 2019

INTERACTIVE PANEL DISCUSSION	1.35 - 2.25
 Steps to achieve a work-life balance that benefi Prioritise the right task at the right time Discover the potential of active delegation Embrace flexible work environments 	ts you
Julie Frinsdorf Executive Assistant to the Chief Financial Officer & Deputy Secretary of Finance & Asset Management Ministry of Health NSW	GOVERNMENT
Felicity Cannon Executive Support Officer to the Deputy Secretary, Commercial & Economic Group Department of Premier & Cabinet NSW	Antralian Government
Yasmin Noakes Executive Assistant to the Chief Executive Officer Australian Nuclear Science and Technology Organisation	Astralia Converse Consto Nuclear-based science beneficing al Australians

Gain the edge

Trainer and Podcast Host **Being Indispensable**

INTERACTIVE PANEL DISCUSSION

Summit Day Two 30 January 2019

OPENING CASE STUDY

- 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

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**

RESONATE

11.15 - 12.15

10.00 - 11.00

9.00 - 10.00

CASE STUDY

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

TBA

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

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 workingTennille YoungerShelley Rae KingSportsgirlThe University ofKate KennedyWollongongCity of SydneyAustralia							
Sportsquir CITYOFSYDNEY () (In the second se							
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 3.30 - 4.30

INTERACTIVE CLOSING ROUNDTABLE 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



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

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

EA PA Women's Summit

Organisation Name

29, 30, 31 January & 1 February 2019

Novotel Sydney Darling Square 100 Murray St, Pyrmont, NSW, 2009 Ph: +61 2 9934 0000

Booking Form

Event Reference: DOR0119A - S **Priority Code: I**

Title Full	Intact Information	Positio			Email		DI	one	
litie Full	Name	Positio	n		Email		Pn	ione	
# Title Full Name or TBA		r TBA	Position			Email		Attendance D	
1							[🗌 29 & 30 🔲 3	
2							[29 & 30 🗌 3	
3							[□ 29 & 30 □ 3	
4							[□ 29 & 30 □ :	
5									
6							[29 & 30 🗌	
7							[29 & 30 🗌	
8							[29 & 30 🗌	
9							[29 & 30 🗌	
10							[29 & 30 🗌	
Ontions	(per person)	Velue D	D-t-ttt	Oursen October Date	**	Early Divi Datat			
Qty	per person) Value Plus Rate Register and pay by 24							Standard Rate	
			+ GST = (\$3899.50) \$3745 + GST = (\$4119.6 + GST = (\$2139.50) \$2145 + GST = (\$2359.6			\$3845 + GST = (\$4229.50) \$2245 + GST = (\$2469.50)	\$3995 + GST = \$2395 + GST =		
			e up to \$450 Save up to \$250				¢2000 T dol	(\$200 1100)	
Exhibition Package			at Event, \$8	995 + GST = (\$9.894.50)		Members of supporting organisations receive a special 10% discount off standard rates	s!		
TOTAL incl	GST		i						
		All Prices listed in Aus				onditions: Group Discounts apply for book roup discounts apply to standard rates only			
Group Discoun Availabl		15% off Standard Rate Team of 5 - 9	20% off Standard R Team of 10-	ate Standard Rate	S cl	IV) Group discounts are not applicable to v s cannot be applied retrospectively and mu ning Group reserves the right to have sole o Note: Course materials, refreshments & lu OT included. Registration Options are per p			
Please Not	e: Payment is required p	rior to attending this e	vent.						
Credit C	ard			ease charge my credit card f	-	tration:	Please transfe	nds Transfer (E r funds directly t	
	(payable to Liquid Learnin	g Group Pty Ltd) Note	: 2% surcharge app	blies to American Express pa	ayments		 Westpac According Learning Grou BSB: 032 002 		
Card Number Card Number Expiry Expiry I Expiry								Account No: 407 273 SWIFT Code: WPACAU2S	
_	e Order No. #	CVV	Full Na	me as on card			Amount		
		Card	holder's Contact N		Signature X		Please quote r and registrant	ref DOR0119A - name	
Authorising	Manager's Details: This	registration is invalid	without a signature	•					
Name		Posit	tion			Phone			
Email						Signature	Da	te	
						~~			

soon as possible and a credit note will be issued valid for use towards any future soon as possible and a credit note will be issued valid for use towards any future event held by Liquid Learning Group Py Ltd in the twelve months following date of issuance. Cancellation notifications received less than 14 days from the event running will receive a credit note to the value of the registration fee less a service eed \$400 puls GST. Liquid Learning Group Py Ltd does not provide refunds for cancellation. The prices above are based on one person per registration. It is not possible for multiple people to attend within any day of the event, can be arranged. A fee will apply, Please call us for details. Liquid Learning Group Pty Ltd takes all care to produce high quality events that deliver as promised. All advertised details are correct at time of publishing.

rescheduling of an event. If an event is cancelled or rescheduled, Liquid Learning Group Pty Ltd will make every effort to contact every registered delegate; if an event is cancelled or you are unable to attend the rescheduled event you will be issued with a credit note valid for use towards any future Liquid Learning Group Pty Ltd event held in the twelve months following date of issuance.

Disclaimer: Liquid Learning Group Pty Ltd has taken due care in selecting qualified professionals as its authors and course facilitators. The information provided by course facilitators is not produced by Liquid Learning Group Pty Ltd and should not be regarded as advice. Liquid Learning Group Pty Ltd accepts no responsibility for reliance on such information and recommends that its clients seek

Ply Lid will ada your information to a secure database. This will be used printingly to contact you for ongoing research, product development and notice of future events and services offered by Liquid Learning Group Pty Ltd. Occasionally you may receive information from organisations associated with Liquid Learning Group Pty Ltd. If you do not wish to receive such information please tick this box: ____ To update or have your details deleted please advise our Database team at Liquid Learning Group Pty Ltd, Level 9, 80 Clarence Street, Sydney NSW 2000, PH: +61 2 8239 9700, email: database@liquidlearning.com.au

© 2019 Liquid Learning Group Pty Ltd ACN 108 415 354