

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



Rebecca Tomkins
Central Finance Strategy & Ops Lead
Telstra



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



Suzie Parker-Jones
Executive Assistant to the General Manager, National On-Premise, National Sales Call Centre & National Equipment Services
Coca-Cola Amatil



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



Cheralyn Price
Executive Assistant to Partner, Transaction Services
KPMG



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



EARLY BIRD DISCOUNTS

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

Phone: +61 2 8239 9711

www.liquidlearning.com

Priority Code - M

EVENT PARTNER



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

ORGANISED BY



LIQUIDLEARNING
bebetter

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



Cheralyn Price Executive Assistant to Partner, Transaction Services
KPMG



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



Suzie Parker-Jones Executive Assistant to the General Manager, National On-Premise, National Sales Call Centre & National Equipment Services
Coca-Cola Amatil

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!

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

UP TO 22% OFF

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

Rebecca Tomkins

Central Finance Strategy & Ops Lead
Telstra



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



Registration Information

| | | | | |
|-----------------------------|-----------|----------|-------|----------|
| Organisation Name | | | | |
| Address | | Suburb | State | Postcode |
| Booking Contact Information | | | | |
| Title | Full Name | Position | Email | Phone |



Delegate Information

| # | Title | Full Name or TBA | Position | Email | Attendance Date/s |
|----|-------|------------------|----------|-------|--|
| 1 | | | | | <input type="checkbox"/> 29 & 30 <input type="checkbox"/> 31 & 1 |
| 2 | | | | | <input type="checkbox"/> 29 & 30 <input type="checkbox"/> 31 & 1 |
| 3 | | | | | <input type="checkbox"/> 29 & 30 <input type="checkbox"/> 31 & 1 |
| 4 | | | | | <input type="checkbox"/> 29 & 30 <input type="checkbox"/> 31 & 1 |
| 5 | | | | | <input type="checkbox"/> 29 & 30 <input type="checkbox"/> 31 & 1 |
| 6 | | | | | <input type="checkbox"/> 29 & 30 <input type="checkbox"/> 31 & 1 |
| 7 | | | | | <input type="checkbox"/> 29 & 30 <input type="checkbox"/> 31 & 1 |
| 8 | | | | | <input type="checkbox"/> 29 & 30 <input type="checkbox"/> 31 & 1 |
| 9 | | | | | <input type="checkbox"/> 29 & 30 <input type="checkbox"/> 31 & 1 |
| 10 | | | | | <input type="checkbox"/> 29 & 30 <input type="checkbox"/> 31 & 1 |



Your Investment

| Options (per person) | | Value Plus Rate*** Register and pay by 24 August | Super Saver Rate** Register and pay by 24 October | Early Bird Rate* Register and pay by 19 December | Standard Rate |
|---------------------------------|--------|---|--|---|----------------------------|
| Qty | | | | | |
| | 4 Days | \$3545 + GST = (\$3899.50) | \$3745 + GST = (\$4119.50) | \$3845 + GST = (\$4229.50) | \$3995 + GST = (\$4394.50) |
| | 2 Days | \$1945 + GST = (\$2139.50) | \$2145 + GST = (\$2359.50) | \$2245 + GST = (\$2469.50) | \$2395 + GST = (\$2634.50) |
| Discounted off standard rates : | | Save up to \$450 | Save up to \$250 | Save up to \$150 | |

| | | | | |
|---------------------------|--|-----------------------------|-------------------------|---|
| Exhibition Package | <input type="checkbox"/> Exhibition Table, Brand Exposure at Event, 2 x 2 Day Delegate passes | \$8995 + GST = (\$9,894.50) | Partner Discount | Members of supporting organisations receive a special 10% discount off standard rates! |
|---------------------------|--|-----------------------------|-------------------------|---|

TOTAL incl GST

All Prices listed in Australian Dollars

| | | | | |
|-----------------------------------|---|---|---|--|
| Group Discounts Available: | 10% off Standard Rate Team of 3 - 4 | 15% off Standard Rate Team of 5 - 9 | 20% off Standard Rate Team of 10-14 | 22% off Standard Rate Team of 15 + |
|-----------------------------------|---|---|---|--|

Conditions: Group Discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Group discounts are not applicable to Value Plus, Super Saver and Early Bird rates. Discounts cannot be applied retrospectively and must be claimed at the time of booking. Liquid Learning Group reserves the right to have sole discretion on an organisation's eligibility for discounts. **Note:** Course materials, refreshments & lunches are included. Travel and accommodation are NOT included. Registration Options are per person only.



Payment Details

Please Note: Payment is required prior to attending this event.

| | | |
|--|---|--|
| <input type="checkbox"/> Credit Card <input type="checkbox"/> Cheque (payable to Liquid Learning Group Pty Ltd) <input type="checkbox"/> Electronic Funds Transfer <input type="checkbox"/> Please invoice me: Purchase Order No. # <input style="width: 100px;" type="text"/> | Credit Card Details - Please charge my credit card for this registration: Card Type <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express Note: 2% surcharge applies to American Express payments Card Number <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> Expiry <input style="width: 30px;" type="text"/> / <input style="width: 30px;" type="text"/> CW <input style="width: 30px;" type="text"/> Full Name as on card Cardholder's Contact Number <input style="width: 30px;" type="text"/> Signature <input style="width: 100px;" type="text"/> | Electronic Funds Transfer (EFT) Please transfer funds directly to: Westpac Account Name: Liquid Learning Group Pty Ltd BSB: 032 002 Account No: 407 273 SWIFT Code: WPCAUA2S Amount <input style="width: 100px;" type="text"/> Please quote ref DOR0119A - S and registrant name |
|--|---|--|



Authority

Authorising Manager's Details: This registration is invalid without a signature.

| | | |
|-------|--|-------|
| Name | Position | Phone |
| Email | Signature <input style="width: 100px;" type="text"/> | Date |

Email this form to: registration@liquidlearning.com.au or Call us on: +61 2 8239 9711

Registration Policy: If you are unable to attend this event, you may send a substitute delegate in your place at no additional cost. Please advise us of any substitutions as soon as possible. Alternatively, you may transfer your registration to another event run by Liquid Learning Group Pty Ltd. A 10% service fee may apply. Should you wish to cancel your registration, please notify us in writing as soon as possible and a credit note will be issued valid for use towards any future event held by Liquid Learning Group Pty 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 fee of \$400 plus GST. Liquid Learning Group Pty 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 on a single registration. Split tickets, i.e. a different person attending each 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.

However, when circumstances beyond our control prevail, we reserve the right to change program content, facilitators or venues. We also reserve the right to cancel or reschedule events if circumstances arise whereby performance of the event is no longer feasible, possible or legal. Liquid Learning Group Pty Ltd will not be responsible for any loss or damage arising from any changes to or cancelling or 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

further professional advice.

Privacy Statement: Liquid Learning Group Pty Ltd is committed to your privacy. All information collected on this registration will be held in the strictest of confidence and in accordance with the Privacy Act 1988. Liquid Learning Group Pty Ltd will add your information to a secure database. This will be used primarily 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