

# 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

- |  |   |   |
|--|---|---|
|    | <b>Fiona Huane</b><br>Executive Assistant to the Managing Director<br><b>EnergyAustralia</b>  |    |
|    | <b>Narrelle Aickin</b><br>Executive Assistant to the Chief Marketing Officer<br><b>ANZ Bank</b>   |    |
|    | <b>Julie Frinsdorf</b><br>Executive Assistant to the Chief Financial Officer & Deputy Secretary of Finance & Asset Management<br><b>Ministry of Health NSW</b>                    |    |
|    | <b>Rebecca Tomkins</b><br>Central Finance Strategy & Ops Lead<br><b>Telstra</b>   |    |
|   | <b>Justin Pacione</b><br>Staff Officer to the Director General Training & Doctrine<br><b>Australian Army</b>  |   |
|  | <b>Tennille Younger</b><br>Executive Assistant to the Chief Executive Officer<br><b>Sportsgirl</b>  |  |
|  | <b>Gayle Edwards</b><br>Executive Assistant to the Chief Executive Officer<br><b>Zurich Financial Services Australia</b>  |  |
|  | <b>Tracy Caine</b><br>Executive Assistant to Associate Secretary, Indigenous Affairs<br><b>Department of the Prime Minister and Cabinet</b>                                       |  |
|  | <b>Dominique Rickard</b><br>Executive Assistant to the Chief Development Officer<br><b>Newcrest Mining Limited</b>  |  |
|  | <b>Yasmin Noakes</b><br>Executive Assistant to the Chief Executive Officer<br><b>Australian Nuclear Science and Technology Organisation</b>                                       |  |
|  | <b>Suzie Parker-Jones</b><br>Executive Assistant to the General Manager, National On-Premise, National Sales Call Centre & National Equipment Services<br><b>Coca-Cola Amatil</b> |   |
|  | <b>Felicity Cannon</b><br>Executive Support Officer to the Deputy Secretary, Commercial & Economic Group<br><b>Department of Premier &amp; Cabinet NSW</b>                        |  |
|  | <b>Kate Kennedy</b><br>Executive Assistant to the Chief Financial Officer<br><b>City of Sydney</b>  |  |
|  | <b>Cheralyn Price</b><br>Executive Assistant to Partner, Transaction Services<br><b>KPMG</b>  |  |
|  | <b>Shelley Rae King</b><br>Executive Assistant to the Director, Legal and Governance<br><b>The University of Wollongong Australia</b>   |  |

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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### ORGANISED BY



# 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

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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

**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

