

# HIGHER EDUCATION EXECUTIVE ASSISTANTS INTENSIVE

ENHANCE YOUR PERSONAL &  
PROFESSIONAL VALUE AS AN  
EXECUTIVE ASSISTANT



17 & 18 SEPT  
CLIFTONS MELBOURNE

24 & 25 SEPT  
CLIFTONS SYDNEY

## EXPLORE

- ▶ Effective communication
- ▶ Increasing resilience
- ▶ Workload management
- ▶ Influencing & “managing up”
- ▶ Managing stress
- ▶ Developing leadership capability
- ▶ Emotional Intelligence (EQ)
- ▶ Difficult conversations
- ▶ Confidence building
- ▶ Prioritisation & organisation
- ▶ Career advancement

## EXPERT FACILITATOR



**Dr Karen Whittingham**  
Director  
Impact Psychology

BOOK  
AND SAVE!

**\$500**

BOOK AND PAY BEFORE  
12 JUNE 2019  
TO SAVE UP TO \$500

**START YOUR LEADERSHIP JOURNEY!**

Call +61 2 8239 9711 Priority Code - 1



**LIQUIDLEARNING**  
bebetter

## ABOUT THE EVENT

Within an evolving and dynamic Higher Education sector, executive support professionals are faced with demanding expectations. To be effective in your support position, you must continually uphold your knowledge and skills to be professionally successful, while supporting your executive's core function and priorities.

This two-day intensive is designed to equip Higher Education Executive Assistants with the knowledge and practical tools to develop professional excellence and step up as an expert influencer in their organisation. Attendees will develop critical skills including conscious communication, effective stakeholder engagement and strategies to build trust and influence with staff and senior management alike.

## WHO WILL ATTEND?

- ▶ Executive Assistants
- ▶ Personal Assistants
- ▶ Executive Support
- ▶ Faculty Support and Administration
- ▶ Executive Coordinators
- ▶ Executive Officers
- ▶ Operations Coordinators
- ▶ Project Officers
- ▶ Office Managers
- ▶ Business Support
- ▶ Administrative Assistants
- ▶ Administration Managers

## YOUR FACILITATOR

Karen is one of Australia's leading executive management and leadership development specialists who has worked with thousands of executives to transition them into senior executive roles quickly and effectively. She is an Organisational Psychologist passionate about people's success and facilitating their careers to rise. Karen's workshops are best described as practical, hands on, personally relevant and enjoyable.

Karen has 25 years experience across a wide range of providers in the Adult Education and Training sectors. Currently lecturing in Organisational Psychology at UNSW, she also researches innovation, leadership, assessment, learning and performance as well as synesthesia. A person with a passion for research, dissemination and application, she founded the Australian Vocational Education and Training Research Association (AVETRA) and is a start-up advisor. Karen holds a Masters in Management from MGSM to complement her Doctoral level psychology qualifications (USyd) and is a graduate of the National Speakers Association Academy, now known as the Professional Speakers Association.



**Dr Karen Whittingham**  
Director  
Impact Psychology

## DAY ONE

### Proactive self-management for Higher Education executive support

- ▶ Navigate organisational politics and tackle complex conversations
- ▶ Respond proactively to challenging situations and changing environments
- ▶ Create strong professional relationships by establishing trust and credibility
- ▶ Projecting empathy while remaining 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

### Managing expectations and managing 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 own communication style to maximise your influence on key decisions
- ▶ Remain authentic when faced with making difficult decision
- ▶ Foster a relationship of trust

## DAY TWO

### Getting across the issues, working across the business

- ▶ See past your own sphere and work with sensitivity
- ▶ Increase personal presence within the executive office and modelling 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
- ▶ Leverage your EQ in the workplace
- ▶ Communication styles (you get back what you give out)

### Effectively engage with different (and sometimes difficult) personalities

- ▶ How to deal with a range of personalities in high-pressure situations
- ▶ Navigate challenging situations, 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

# Higher Education Executive Assistants Intensive

17 - 18 September 2019 Cliftons Melbourne

24 - 25 September 2019 Cliftons Sydney

# Booking Form

Event Reference: HEAW0919A

Priority Code: I

## 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"/> Melbourne <input type="checkbox"/> Sydney
2					<input type="checkbox"/> Melbourne <input type="checkbox"/> Sydney
3					<input type="checkbox"/> Melbourne <input type="checkbox"/> Sydney
4					<input type="checkbox"/> Melbourne <input type="checkbox"/> Sydney
5					<input type="checkbox"/> Melbourne <input type="checkbox"/> Sydney
6					<input type="checkbox"/> Melbourne <input type="checkbox"/> Sydney
7					<input type="checkbox"/> Melbourne <input type="checkbox"/> Sydney
8					<input type="checkbox"/> Melbourne <input type="checkbox"/> Sydney
9					<input type="checkbox"/> Melbourne <input type="checkbox"/> Sydney
10					<input type="checkbox"/> Melbourne <input type="checkbox"/> Sydney

## Your Investment

Options (per person)	Value Plus Rate	Super Saver Rate	Early Bird Rate	Standard Rate
Qty	Register and pay by 12 June	Register and pay by 17 July	Register and pay by 21 August	
___ Workshop	\$1995 + GST = (\$2194.50)	\$2195 + GST = (\$2414.50)	\$2345 + GST = (\$2579.50)	\$2495 + GST = (\$2744.50)
Discounted off standard rates :	<b>Save up to \$500</b>	<b>Save up to \$300</b>	<b>Save up to \$150</b>	All Prices listed in Australian Dollars

Group Discounts Available:	15% off Standard Rate	20% off Standard Rate	25% off Standard Rate
	Team of 3 - 4	Team of 5 - 7	Team of 8+

<b>TOTAL incl GST</b>	
-----------------------	--

**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

Payment is required prior to attending this event.

Credit Card **Credit Card Details - Please charge my credit card for this registration:**  
Card Type  Visa  MasterCard  American Express

Cheque (payable to Liquid Learning Group Pty Ltd)

Electronic Funds Transfer **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: WPAUCAU2S

Please invoice me: **Amount**

Purchase Order No. #

CVV  Full Name as on card

Cardholder's Contact Number Signature **X**

## Authority

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

Name	Position	Phone
Email	Signature	Date
	<b>X</b>	

Email this form to: [registration@liquidlearning.com.au](mailto: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](mailto:database@liquidlearning.com.au)

© 2019 Liquid Learning Group Pty Ltd ACN 108 415 354