

Opportunities and Challenges For PUBLIC SECTOR EXECUTIVE ASSISTANTS & PERSONAL ASSISTANTS IN THE NEW DIGITAL AGE



Key issues to be addressed include:

- ✚ Characteristics of an exceptional public sector EA/PA and opportunities and challenges in the new digital age
- ✚ How the role of an EA/PA has evolved, what are the future opportunities and career progression options
- ✚ Exploring the current nature of work of an EA/PA and how it seeks to evolve in the new digital age
- ✚ People management and project management skills to influence and make an impact at work and beyond
- ✚ Managing difficult people and situations with confidence, control and élan
- ✚ Practical tips and strategies for creating opportunities through personal branding and social media
- ✚ The new digital age and shift from 'Executive Assistant to Virtual Assistant'
- ✚ So, what exactly is your comfort zone and tips and strategies for working out of your comfort zone
- ✚ Practical tips to cope with the work complexities and challenges facing the modern EA/PA
- ✚ Learning how to relieve stress and anxiety and focusing on how to eat well, exercise, and stay ahead of the game
- ✚ How to create networking leadership and its impact on personal and professional development
- ✚ Practical strategies and methods to develop networks and excel in relationship building
- ✚ How to prioritise and manage your workload using effective repeatable techniques
- ✚ Applying project management principles to your various work situations and achieving positive outcomes
- ✚ Power of networking and its remarkable impact as viewed by EAs and PAs
- ✚ Managing various personality types and negotiation, persuasion, and problem solving skills to excel in a competitive new environment

TO REGISTER CALL NOW!

TEL: (02) 95807327 FAX: (02) 9585 2094 Email: info@learningnetworks.com.au

Organised and Developed By: LEARNING NETWORK SOLUTIONS



OVERVIEW AND WHY TO ATTEND THE SUMMIT

After several successful conferences attended by hundreds of EAs and PAs, *Learning Network Solutions* is proud to present this 17th EA/PA Summit with all new sessions and format. Backed up by an experienced and diverse speaking panel consisting of experienced EAs/PAs along with trained practitioners and experts, the Summit shall address the opportunities and challenges for EAs and PAs in the new digital age. It will explore and discuss key relevant issues faced by EAs and PAs in the current competitive and ever changing environment. The content of this Summit has been developed by seeking feedback from EAs and PAs, both from current research and feedback from previous Summits.

If you are looking for a professional course that has substance, a stellar track record and excellent networking opportunities with affordable investment and great value, then this Summit shall provide exactly what you are looking for. Our programs are well researched and attended along with relevant content delivered by highly regarded and diverse speaking panels.

Some testimonials from past attendees:

- The course gave me strategies and a better understanding of others- *EA, Department of Social Services*
- The strategies learnt will be beneficial to my role- *EA, Department of Agriculture*
- Very well planned and delivered. I would recommend the course to others- *EA, Australian Federal Police*
- I gained more out of the conference than I imagined- *PA, Australian Bureau of Statistics*
- The conference covered everything I needed to know, thank you -*EA, Department of Finance*
- Overall a very good experience and I learnt a lot- *EA, Department of Defence*
- Very uplifting course and as good as last time- *EA, Department of Finance*
- What I have learnt will help me in my future personal growth- *EA, Department of Human Services*
- Presenters were engaging, relevant subject matter and great content- *EA, Australian Federal Police*
- I learnt a lot about how to make my day extraordinary- *EA, ACT Health*
- Some great ideas, very inspirational and motivational- *EA, Department of Defence*
- Provided a lot of useful and important information- *PA, Australian Taxation Office*

PROGRAM AGENDA

Day 1, Monday, 26th June

8.30 - 9.00: REGISTRATION AND TEA ON ARRIVAL

9.00 - 9.10: OPENING REMARKS BY THE CHAIR

9.10 - 10.10: SESSION1: KEYNOTE SESSION

TURN YOUR CAREER AROUND: HOW TO FIND YOUR PASSION IN THE NEW DIGITAL AGE

- Common mistakes that professionals make that leaves them stuck, un-fulfilled and Unvalued in their job
- The 3 keys to working out YOUR own life STORY to gain confidence, clarity and purpose..... (no, it's not one size fits all!)
- The mindset behind your passion - how it can move you from motivation to transformation in the new digital age
- The way forward, the MAP how to gain clarity on your passion and finally do what you love

Rita Joyan, Canberra's Young Business Woman of The Year. Founder of The Passion Finder Blueprint™ and the Signature Speaking Success System

10.10 - 10.30: NETWORKING TEA BREAK

10.30 - 11.30: SESSION 2

A DAY IN THE LIFE OF AN 'EA/PA' IN THE PUBLIC SECTOR

- Characteristics of an exceptional Executive Assistant in the public sector
- Key challenges faced by EAs and PAs and practical tips to manage the challenges
- How managers can get the best from their EAs and PAs
- Some practical tips and strategies to maximise the opportunities in the public sector

Leisa Ferry, Executive Assistant, People, Parliamentary and Communications Group, DEPARTMENT OF EDUCATION

11.30 - 12.35 : SESSION 3

OPPORTUNITIES AND CHALLENGES FOR EAs AND PAs IN THE NEW DIGITAL AGE

In this session, Annie will address how the role of an EA/PA has evolved over the years and has become a key component of any organizational structure. Annie will explore the current challenges facing EAs and PAs and the opportunities that lie ahead and how this role may further evolve. Annie will share some key strategies that will assist EAs and PAs to enhance their current roles and achieve and sustain specific results in the future.

Annie Lou, AIPM - Committee Member Women in Project Management, International Business; Consultant and Planning Coach, LUULA CONSULTING

12.35 - 1.35: NETWORKING LUNCH

1.35 - 2.45: SESSION 4

PEOPLE MANAGEMENT AND PROJECT MANAGEMENT SKILLS FOR EXCEPTIONAL EAs and PAs

- Personality types and strategies to manage and influence in various situations
- How to lead and influence in your role and adept project management skills
- Managing difficult people at work and on phones
- How to remember the names and details of people you meet
- How to tell the difference between influence and manipulation

Dominic Siow, Master Trainer and Peak Performance Expert, EQ STRATEGIST

2.45 - 3.45: SESSION5

BEING CONFIDENT - BEING YOU

This session looks at how we can build our confidence through looking after ourselves. During the session, you will get practical tips to help you cope with the complexities and challenges we face every day at work and at home. The session will have you energised to face any situation, learning how to relieve stress and anxiety. An informative session focusing on how to eat well, exercise, and stay ahead of the game.

Virginia Shaw, Personal Trainer, Motivator and Coach

3.45 - 4.00 : NETWORKING TEA BREAK

4.00 -5.00: SESSION 6

CREATING OPPORTUNITIES THROUGH PERSONAL BRANDING AND SOCIAL MEDIA

- Relevance of social media
- Personal branding and how you can best represent yourself on social media
- Social media and recruitment
- Common mistakes and faux pas to avoid
- How to maximize opportunities for EAs and PAs

Jim Roy, Regional Director, HAYS

5.00 - 5.15: SUMMING UP AND CLOSE OF DAY1

PROGRAM AGENDA

Day 2, Tuesday, 27th June

8.15 - 9.00: REGISTRATION AND TEA ON ARRIVAL

9.00 - 9.10: OPENING REMARKS FOR THE DAY BY THE CHAIR

9.10 - 10.10: SESSION 6

HOW TO WORK EFFECTIVELY OUT OF YOUR COMFORT ZONE

- Risk versus reward – why do we stay in our comfort zone and why should we leave it?
- How to have a ‘continuous improvement’ mindset (being objective about yourself)
- The learning process – missteps and stumbles present opportunities for success
- Responding to difficult and challenging situations

Stephanie Paulissen, FAIOP, President ACT Division, AUSTRALIAN INSTITUTE OF OFFICE PROFESSIONALS (AIOP)

10.10 - 10.35: NETWORKING TEA BREAK

10.35 - 11.45: SESSION 7

FROM CHAOS TO CALM - HOW TO COMPLETE, PRIORITISE AND STAY ON TOP OF YOUR WORK ACTIVITIES

Have you ever asked yourself why...?

There are not enough hours in the day? Things aren't going to plan? Communication is a problem with some people? You are constantly dealing with issues or errors? Resources are unavailable to assist when you need them?

If you answered ‘yes’ to any of the above questions it could be time to focus on your project management skills! These fundamental principles are not just relevant when managing mega projects; they can be applied to many work situations, to help you achieve success. This hands-on session shows you how to prioritise and manage your workload using effective, repeatable techniques.

Angela Chellas PMP , LOTUS PROJECT CONSULTING PTY LTD

11.45 - 12.45: SESSION 8

THE NEW DIGITAL AGE AND THE SHIFT FROM EXECUTIVE ASSISTANT TO VIRTUAL ASSISTANT

Many EAs and PAs are working in teams where one or more members of the team is not physically based in the same office. Some specialists and consultants are often working from their own home office or on the other side of the world. Communicating effectively and choosing the right collaboration tools presents new challenges here.

It's estimated there are about 1500 Virtual Assistants currently working in Australia and this figure appears to be rising. Many EAs are keen to explore working as a Virtual Assistant but not sure how to go about doing this. This session will address the new shifts in the new digital age and how the role of a conventional EA/PA is changing with new opportunities and challenges *and also provide insight into the often hidden, Virtual Assistant industry.*

Vanessa Ashby, THE EXCEPTIONAL ASSISTANT
Winner 2010 AIOP Office Professional of the Year

12.45 - 1.45: NETWORKING LUNCH

1.45: 2.45: SESSION 9

NETWORKING LEADERSHIP FOR EAs and PAs

- Networking is an important part of everyday life – both personally and professionally
- Most people underestimate the true reach and potential of their networks
- This session will help breakdown some of the barriers to networking
- Learn tools to apply to passive and active networking opportunities

Andrew Marshall, HR Business Partner, JACOBS AUSTRALIA

2.45 -3.45: SESSION 10

PANEL DISCUSSION: NETWORKING - THE IMPORTANCE OF DEVELOPING RELATIONSHIPS

In the modern business world who you know is just as important as what you know. Networking is a very effective tool to assist you in succeeding in your role as an EA or PA. It is more than just knowing who's who; it's about building relationships of trust, enhancing your knowledge and establishing a range of key contacts. In this interactive panel, the panel members will provide some effective tools for networking and building effective relationships. This forum will provide the opportunity to share ideas and suggestions, no matter how long you have been an EA or PA.

Leanne Cotton, EA to a First Assistant Secretary and an Assistant Secretary,
DEPARTMENT OF FOREIGN AFFAIRS AND TRADE

Donna McTavish, EA to Chief of Joint Operations Command, DEPARTMENT OF DEFENCE

Maria Wallace, EA to CEO, CULTURAL FACILITIES CORPORATION

4.00 - 4.30: NETWORKING TEA & SUMMING UP & CLOSE OF THE SUMMIT

**OPPORTUNITIES & CHALLENGES FOR
EXECUTIVE ASSISTANTS & PERSONAL ASSISTANTS
IN THE NEW DIGITAL AGE**

26th and 27th June: Cliftons Centre, Canberra

****REGISTRATION FORM****

Register By:

 Tel: (02) 95807327  Fax: (02) 9585 2094

Email: info@learningnetworks.com.au

Investment total per delegate. Prices include GST

***Super Early Bird Offer: Register before 15th May 2017**

Register 1 delegate for 2 days: \$1099 + GST = \$ 1208.9

Register 2 delegates for 2 days: \$999 + GST = \$1098.9

Register 3 delegates for 2 days: \$899 + GST = \$ 988.9

Register after 15th May: \$1199 + GST = \$1318.9 per delegate

Register for any one day: \$650 +GST = \$715 per delegate

First Delegate: Day 1 Day2

Name _____

Position _____

Email _____

Second Delegate: Day 1 Day2

Name _____

Position _____

Email _____

Third Delegate: Day 1 Day2

Name _____

Position _____

Email _____

Organisation: _____

Address: _____

Telephone: _____ Fax: _____

Sign: _____

***Invoice shall be sent after receipt of the registration**

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Certificate of Attendance

Certificate of attendance for will be provided on request.

Venue

CLIFTONS CENTRE, CANBERRA

10 Moore St (Optus Building), 2nd Floor

Tel: 61220999

Documentation

Documentation provided by speakers will be supplied to delegates at the venue.

Team Discounts - only one discount applies

*Register 4 delegates for both days and get free passes for the 5th and 6th delegate

* Register 6 delegates for both days and get additional 3 free passes for 7th, 8th and 9th delegate

Lunch

Lunch and refreshments will be provided within registration package. Please inform us if you have special dietary requirements

Privacy Statement

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Cancellation Policy

Cancellations made 2 weeks prior to the event will receive a complete refund. For cancellations done within 2 weeks of the program you are liable to make full payment and no refund can be made. We will issue you a credit note that could be used to attend any of our future events of the same amount. If event is not held due to any reason, our liability is limited to the event fee only. In any event our liability is limited to the event fee only.

Value for Money

As a provider of public sector training programs and summits, we are committed to provide the best value for money to our delegates.

Program Changes

We reserve the right to make changes in the program, the panel of speakers and the venue.

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