

EFFECTIVE TIME MANAGEMENT AND COMMUNICATION SKILLS FOR EXECUTIVE ASSISTANTS & PERSONAL ASSISTANTS

Practical strategies to effectively manage time and communicate to influence
24th September, Cliftons Centre, Canberra

Facilitated By:

Dominic Siow

Acclaimed master trainer, facilitator and peak performance expert



BENEFITS OF ATTENDING THE SEMINAR

- ❖ Strategies to manage your most important resource - time
- ❖ Key practical steps in time management and organising tasks
- ❖ How to manage multiple tasks and without getting overwhelmed
- ❖ How to stay on top of multiple demands placed on you by different stake holders
- ❖ How to better manage time bound projects and deadlines
- ❖ The art of managing emotions and people's expectations
- ❖ How to increase your perceived and actual value at workplace
- ❖ How to set and meet goals effectively
- ❖ Mastering key factors that affect how you feel and using it to enhance your productivity
- ❖ Lack of communication: cause and effect
- ❖ How to communicate with influence and impact
- ❖ How to master stress and stay motivated
- ❖ Being persuasive and keeping up the momentum
- ❖ How to build sound relationships at work and stay ahead of the game
- ❖ How to influence others and achieve positive outcomes
- ❖ Becoming more aware of the meaning of non-verbal clues and signals
- ❖ Work Life Balance: How to succeed in your career and still make time for life outside work

Who Should Attend: Executive Assistants, Personal Assistants, Admin Officers, Project Officers, Executive Officers, Learning and Development Executives and other Office Professionals.

Organised by:

LEARNING NETWORK SOLUTIONS

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**CALL NOW
TO REGISTER**

(02) 9585 2304

OVERVIEW OF THE SEMINAR

After several successful seminars, forums and conferences for office professionals, Learning Network Solutions is proud to present this one day seminar specially developed for those office professionals who are seeking to further advance their skills in time management and communication.

Facilitated by Dominic Siow, acclaimed speaker, master trainer and peak performance expert, this seminar is specifically designed for executive assistants, secretaries, personal assistants and administrators and other office professionals who want to increase their skills and productivity, learn to cope with multiple seemingly conflicting demands on their time, and communicate effectively to influence and achieve positive outcomes.

What some of the past attendees have to say about their experience in attending our events and hearing Dominic speak?

- ❖ *“Very informative and motivating”EA, Australian Taxation Office*
- ❖ *“Dominic is very uplifting and motivating, makes you want to achieve....”EA, Attorney Generals Department*
- ❖ *“Dominic was Excellent, Excellent and Excellent, more than what I had expected.....” EA Australia Post*
- ❖ *“Dominic is a great speaker and can engage the audience. I enjoyed listening to him and learnt a lot..” EA, Australian Electoral Commission*
- ❖ *“Dominic makes a lot of sense and explains in layman terms. Very much of a people person”...EA, Department of Defence*
- ❖ *“Excellent and engaging, really enjoyed.....” EA, Department of Education, Employment and Workplace Relations*
- ❖ *“Motivational presenter who is great in engaging the audience.....” EA, Ericsson Australia*
- ❖ *“Exciting, motivating and gave me a thirst for more knowledge..” EA, Australian Federal Police*
- ❖ *“I would definitely attend another conference/seminar with this facilitator “; EA, Department Of Families, Housing, Community Services and Indigenous Affairs*

ABOUT YOUR FACILITATOR



Dominic Siow is Principal of “EQ Strategist”, an organization that specialises in the design and delivery of peak performance and organisational culture transformation solutions that empower individuals and teams with the Emotional Intelligence, tools and strategies to realize their fullest potential. A highly regarded Speaker, Trainer, Facilitator and Coach, Dominic’s work has created profound change across both the public and private sectors across Australia and South East Asia. He brings a high degree of energy to his training and talks, where he combines a wealth of hands-on business management experience with his genuine passion for helping create extraordinary organizational cultures through its people. He is an expert in the area of Emotional Intelligence, Leadership and Communicating to Influence. Dominic holds a Master Practitioner’s Accreditation in NLP, a Bachelor of Science in Computer Science and Master of Commerce. In addition, he is certified in psychometric testing and a trained Life Coach.

Program Agenda, Thursday , 24th September

8.00 – 8.45: REGISTRATION & MORNING TEA

9.00 – 9.05: OPENING REMARKS AND INTRODUCTION

10.00 – 10.20: NETWORKING MORNING TEA BREAK

12.30 – 1.30: NETWORKING LUNCH

3.00 - 3.20: AFTERNOON TEA

Due to the interactive nature of the seminar, Dominic wishes to spend more time on those issues that are of interest to the delegates and hence no session timings are provided. The day will also involve interactive/group sessions to facilitate learning and development.

MODULE 1: TIME MANAGEMENT ESSENTIALS

- Be organized: plan and clarify
- Mapping your day
- Strategies to reduce distractions and delegating low priority items
- Define and prioritise your goals and learn to say 'no' to unreasonable requests
- Gain a balance between professional goals and personal time
- Avoid indecision and procrastination habits
- Apply a practical system to estimate time and activities required for reaching objectives
- How to spend less time putting out fires each day
- Master stress and stay motivated

MODULE 2 : MAKING TIME WORK FOR YOU

- Practical tips for making the time work for you
- Power of delegation
- How to stop being overwhelmed and deliver that which truly counts
- How to stay on top of multiple demands placed on you by different stakeholders and better manage time, project and deadlines
- Work like balance – practical tips and strategies

MODULE 3 : KEY ESSENTIALS OF EFFECTIVE COMMUNICATION

- What constitutes clear and concise communication
- Strengthening interpersonal relationships
- Communicating with confidence and tact
- Managing difficult people and adversaries
- Speak your mind without losing it
- Becoming an exceptional listener
- Conflict management: handling friction, office politics, turf wars and effectively and gracefully

MODULE 4 : COMMUNICATING TO INFLUENCE

- Understanding and selecting communication techniques strategically to get better results
- Building a foundation of influence and credibility to handle complex situations with discretion and confidence
- Boosting your power of persuasion
- Strategies for communicating with different people – boss, colleagues, peers, staff members
- Communicating effectively with different personality types

GROUP EXERCISES

During the seminar delegates will have many opportunities to work on practical exercises in small groups.

4.30: CLOSE OF THE SEMINAR

*** REGISTRATION FORM ***

**EFFECTIVE TIME MANAGEMENT AND COMMUNICATION SKILLS FOR
EXECUTIVE ASSISTANTS AND PERSONAL ASSISTANTS**

1 Day Seminar: 24th September, Cliftons Centre, Canberra

*** To Register: Tel: 02-95852304, Fax: 02-95852094, Email: info@learningnetworks.com.au**

INVESTMENT TOTAL (\$)

- Register by 10th August: \$ 799 +GST (\$ 878.90) - **Super Early Bird Saver**
- Register after 10th August and before 25th August: \$ 899 +GST (\$ 988.90) – **Early Bird saver**
- Register after 25th August: \$999 + GST \$1098.90)

1st Delegate

Name _____

Title _____

Email _____

2nd Delegate

Name _____

Title _____

Email _____

3rd Delegate

Name _____

Title _____

Email _____

[For additional delegates please use a separate form or email us the details](#)

Organisation _____

Address _____

Tel _____ **Fax** _____

Sign _____

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

*** Please quote invoice numbers for eft payments**

*** Please make payment before the conference**

Please debit my: Visa Amex Master card Bankcard

Card Number: _____

Expiry Date: _____

Card Holders Name: _____

DISCOUNTS – Only 1 discount applies

* Register 3 delegates and get a free pass for the 4th delegate.

* Register 5 delegates and get free passes for 6th & 7th delegates

* Please contact us for a customised package for registering more than 7 delegates.

Please note the above discounts is in addition to the early bird discounts mentioned above

VENUE

Cliftons Centre, Canberra, Level2, 10 Moore Street, Canberra ACT 2601.

Tel: 1800629088

PRIVACY POLICY

We do not have mailing lists. We do not send out hard copies or emails or faxes without the consent of the receiver.

PROGRAM CHANGES

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

CANCELLATION POLICY

Cancellations made 3 weeks prior to the event will receive complete refund. For cancellations done within 3 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

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