

10th Annual National Congress - 2 Separately Bookable Days
18th & 19th September 2012, Cliftons Centre, Melbourne

NATIONAL CAREER PROGRESSION CONGRESS FOR
EXECUTIVE ASSISTANTS AND
PERSONAL ASSISTANTS

Theme of Day1

Negotiation, Persuasion and Influencing Skills for Executive Assistants & Personal Assistants

Theme of Day2

Project Management for Executive Assistants & Personal Assistants

Why Attend This Congress?

- ✚ New and improved format based on feedback of the previous national conference.
- ✚ Proven track record with hundreds of EAs and PAs who have benefited nationally.
- ✚ Excellent speaking faculty with inspirational delivery and relevant content.
- ✚ It will address strategies that are practical and relevant for the modern EA/PA for enhancing their current skills and provide them with tangible solutions that they can use in their workplaces to achieve successful results.
- ✚ Excellent networking opportunities where you will have the opportunity to meet many EAs and PAs with diverse experiences and skills.
- ✚ The Project Management course introduced by us has proven very beneficial for many EAs and PAs who seek to enhance their current skills and take up project management roles in the near future.
- ✚ Hear practical strategies in enhancing negotiation, persuasion and problem solving skills, all of which are very important for a career progression path.
- ✚ Feedback from EAs and PAS who have attended our professionals courses have being included in all the sessions of this summit and sessions are tailored to address the key issues.
- ✚ Learn a raft of key strategies in learning and applying project management skills
- ✚ Hear practical solutions in mastering key personal development skills and how they impact your career progression objectives.
- ✚ This summit has excellent team discounts and an affordable investment to give you the best value for your time and investment.

TO REGISTER CALL NOW!

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

Organised and Developed By: LEARNING NETWORK SOLUTIONS



ABOUT THE 2 DAY CONGRESS

After a range of successful past events attended by hundreds of EAs and PAs, *Learning Network Solutions* is proud to present this new 2 day separately bookable EA/PA Congress. Backed up an experienced speaking panel, the congress aims at addressing various strategies, tools and techniques to further enhance the current skills of EAs and PAs.

Day 1 will address some of the key attributes and skills required for personal development and career progression. Day 2 of the congress will detail in a practical manner the key requirements, considerations and strategies for EAs and PAs to make a career progression in project management. We are arguably the pioneers of the Project Management Courses for EAs and PAs and the course since its inception has been considerably improved based on the feedback of the attendees. For those who have attended our Project Management course in the past, please note this is a new and improved format and hence not a repeat.

Backed by an excellent speaking panel, this summit will offer strategies that are both practical and relevant for the modern EA/PA for enhancing their current skills and provide them with solutions that they can use in their workplaces to achieve successful results and advance their careers by taking on more challenging roles and responsibilities. Each session will be addressed in detail so that the delegates can get the maximum possible value.

What some of the past attendees have to say about their experience in attending our professional development conferences and seminars?

- Very motivational and inspiring, given me belief in myself-EA, ANZ Bank
- Empowering and highly motivational-EA, Kelloggs Australia
- Inspirational, gave me a better insight into project roles, personal development and motivation-EA, Department of Education
- Motivational presenters and very engaging-EA, Ericsson Australia
- Very informative and motivating - EA, Australian Taxation Office
- Fantastic speakers, great content and very inspiring - PA, Australia Post
- Excellent conference addressing relevant issues that face us, I will attend future courses organized by LNS- EA, Department of Families, Housing, Community Services and Indigenous Affairs
- Content was informative and easy to apply to work, life situations and projects-EA, Cardina Shire Council
- Thanks Dominic, you were very engaging and inspirational. What I have learnt will surely help me in my personal growth – EA, Department of Human Services
- Would highly recommend to colleagues- EA, Kooweerup Regional Health Service
- Networking was good and encouragement to add new skills, EA – Department of Treasury and Finance
- I have learnt that anything is possible if you want to achieve – EA, Parks Victoria

PROGRAM AGENDA

Day1, Tuesday, 18th September

8.30 – 9.00: REGISTRATION AND TEA ON ARRIVAL

9.05 - 9.10: OPENING REMARKS BY THE CHAIR

9.10 – 11.10: SESSION 1

RELATIONSHIP BUILDING AND NETWORKING

- Importance of networks and strong relationships
- Types of business networks
- Networking processes
- Creating genuine relationships and their value in networks
- Developing and nurturing relationships in networks
- Comparing the value of deep v/s broad networks
- The value of giving and receiving

John (Jack) Donovan, Principal
WORKSHOP 777

10.15 – 10.35: NETWORKING TEA BREAK

11.10 - 12.15: SESSION 2

MAKING A POSITIVE INFLUENCE BY EFFECTIVELY MANAGING CONFLICTS AND DIFFICULT PEOPLE

- The significance of assertiveness as a problem and conflict management tool
- Strategies for avoiding and diffusing volatile situations at work
- Strategies for resolving problems and conflicts
- Positional versus interest based approach
- Handling grumpy and cold colleagues
- Dealing with difficult people

Brad Nash, National Manager, Network Performance
DEPARTMENT OF HUMAN SERVICES

12 .15- 1.10: NETWORKING LUNCH

1.10 - 3.00: SESSION 4

ENHANCING YOUR PROFILE THROUGH EFFECTIVE NEGOTIATION SKILLS

In this session, Dominic will address several strategies on how to do effective negotiations. Through interactive discussions, Dominic will enlist the skills required to be an effective negotiator and how it further enhances your profile at work. Dominic is highly renowned for his inspiring and entertaining style and in this session you will get the first hand experience of that.

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

3.00- 3.20: AFTERNOON TEA

3.20 - 5.15: SESSION 5

PERSUASION AND INFLUENCING SKILLS TO ACHIEVE POSITIVE OUTCOMES

Our ability to persuade can make a significant impact on the outcomes we seek to achieve at work. In this session, Dominic will address strategies and tips on how to be a master persuader and how to influence others to get the result you want. Through case examples and practical discussions, Dominic will detail proven techniques in persuasion and influencing skills.

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

5.15: SUMMING UP AND CLOSE OF DAY 1

8.15- 8.50: REGISTRATION AND TEA ON ARRIVAL

8.50 - 9.00: OPENING REMARKS BY THE CHAIR

9.00 - 10.15: SESSION 1

PRINCIPLES AND APPLICATIONS OF PROJECT MANAGEMENT

This session describes and illustrates with real life case studies the dynamics of project management. It will address a mix of methodologies, processes and software tools to facilitate informed decision making. . The session provides an overview of the applications of project management and how EAs and PAs can complement their current skills through the principles of project management. It will be facilitated by Ed Blow who is internationally recognised as an expert on project management.

Ed Blow, Director
E&S CONSULTANTS

10.15 - 10.35: NETWORKING TEA BREAK

10.35 - 11.30: SESSION 2

PROJECT MANAGEMENT FOR OFFICE PROFESSIONALS - WHY PROJECT MANAGEMENT?

- Need for project management
- How project management assists in professional and career development
- Opportunities and challenges in project management
- Change management and career progression in a competitive environment

Virginia Shaw, Certified Project Director (MBA and Change Management)

11.30 -1.00: SESSION 3

PROJECT MANAGEMENT IN ACTION: APPLYING THE PROJECT MANAGEMENT TOOLS AND LESSONS LEARNED

Theme: This session will be a hands-on workshop where participants will be provided various project management scenarios to assist them in applying the tools and techniques learned in session 1. Delegates will have the opportunity to work within small groups on scenarios and apply the project management tools

Structure of session: The participants are split into project teams of 5 - 6 people each. Each team will be nominated by the facilitators with a project, with each project experiencing a threat from some internal process limitation. These scenarios are developed with a view that you can use your current skills along with the project management tools and achieve the desired outcomes. The purpose of this session is not only to demonstrate how project management tools are applied but also to address how EAs and PAs can use the skills they already possess to their advantage in taking up project management roles.

Facilitated by Ed Blow, John Donovan and Virginia Shaw

1.00 - 1.40: NETWORKING LUNCH

1.40-3.15: SESSION 4

WHAT IT TAKES TO BE AN EFFECTIVE PROJECT MANAGER

- Knowing your talents and skills
- Characteristics and leadership qualities for an effective project manager
- How to build influence as a project manager
- How to integrate your management style to achieve the outcomes of the project
- How to adapt to new working environment and make it work for you

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

3.30– 3.45: AFTERNOON TEA

3.45 – 5.25: SESSION 5

ACHIEVING TIME MANAGEMENT EXCELLENCE THROUGH PROJECT MANAGEMENT

- Relation between project management skills and achieving excellence in time management
- Making the most of your time and handling several tasks successfully
- Using project management skills in other areas of work
- How time management can be a stress buster

Dominic Siow, Master Trainer and Peak Performance Expert
EQ STRATEGIST

5.25 – 5.30: SUMMING UP & CLOSE OF THE SUMMIT

**NATIONAL CAREER PROGRESSION CONGRESS
FOR EXECUTIVE ASSISTANTS & PERSONAL
ASSISTANTS**

18th & 19th September, Venue: Cliftons Centre, Melbourne

****REGISTRATION FORM****

Register By:

Tel: (02) 95807327

Fax: (02) 9585 2094

Email: info@learningnetworks.com.au

INVESTMENT TOTAL:

- Register by 2nd August : \$1500 + GST: (\$1650)
- Register from 3rd August to 25th August: \$1700 + GST: (\$1870)
- Register after 25th August: \$1950 +GST: (\$2145)
- Register for any one day before 15th August: \$950 + GST: (\$1045)
- Register for any one day after 15th August: 1050 +GST: (\$1155)

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**
- * Please make payment prior to the event**
- * Cheques made payable to *Learning Network Solutions***

Please debit my:

****Visa Amex Master card Bankcard****

Card Number: _____

Expiry Date: _____

Cardholder's Name: _____

Venue

Cliftons Centre, 440 Collins Street, Melbourne

Documentation

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

Team Discounts- only one discount applies

*Register 2 delegates for both days and get a free pass for a 3rd delegate to attend any one of the two days

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

*Register 5 delegates for both days and receive a free passes for the 6th, 7th & 8th delegate

* Register 8 delegates for both days and receive free passes for 9th, 10th and 11th and 12th delegate

Lunch

Lunch and refreshments will be provided at the event. Please inform us if you have special dietary requirements

Privacy Statement

We do not have mailing lists and we do not share your contact information with any external agency. Information supplied by you may be used by Learning Network Solutions to provide you with further information about our events

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.

Program Changes

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

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