

The National Public Sector Executive Officers' Forum 2010

A Practical Toolkit to Maximise Your Skill Set and Enhance Effectiveness in the Role

Liquid Learning is delighted to present the 2nd Annual forum that brings you a compelling blend of case studies and engaging interactive sessions that tackle the practical issues head on.

FEATURED SPEAKERS



Luke Mansfield Executive Officer to the Secretary (February 2009 - January 2010) Deputy State Director, Queensland State Office (January 2009 - present)

Department of Immigration and Citizenship



Dr Gail Reekie Executive Officer to the First Assistant Secretary

Department of Defence



Tim Wright Strategic Advisor

Brisbane City Council



Roxarne Paton Executive Officer to the Group Manager, Families (2007-09) and the Deputy Secretary (2009)



Wendy Rozenberg Executive Officer to the Group Manager, Social Policy

Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)



Andrea McCall Principal

Andrea McCall and Associates



Paddy Spruce Principal

Integrity Learning



Sue Adams Executive Coach

Sue Adams Coaching and Facilitation Services



John Cleary Managing Director

Blue Chip Consulting Group



Brian Moran Principal

Managing Values



Barbara Miller Organisational Psychologist

Potential Unlimited



Barry Poppleton Director

P7 Consulting

Penny Morton Executive Officer to the Secretary

Department of Climate Change

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online

18 & 19 May 2010
Rydges Lakeside, Canberra

EXPLORE

- Strategies to Enhance Your Effectiveness in Managing Relationships
- Develop Your Leadership Capabilities for the Future
- Maximise Efficiency through Smart Prioritisation
- Stay a Step Ahead through Proactive Task Management

PLUS WORKSHOPS

Two Separately Bookable, Half-Day Workshops on 20 May 2010

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Day One 18 May 2010

8.30 - 8.55 **Registration and Morning Coffee**

8.55 - 9.00 **Official Welcome and Opening Remarks from the Chair**

9.00 - 9.45 **OPENING CASE STUDY**

Cogent Responses to the Expectations of the Executive Officer

The nature of the executive officer role is such that whilst it is often an intermediary position, it is also a very autonomous position. As such executive officers are often left to determine the most effective course of action quite independently. This session will provide an opportunity for delegates to discuss tried and tested practical strategies to address common challenges. Roxarne and Wendy will discuss their experiences addressing such issues, including:

- The executive officer role – The strategic / operational ratio
- Reducing the unpredictable - Developing processes in an ad hoc environment
- Operating effectively with your SES - Work style, preferences, personality
- Linking executive officer skills to the Integrated Leadership System capabilities and behaviours

Roxarne Paton Executive Officer to the Group Manager, Families (2007-09) and the Deputy Secretary (2009)

Wendy Rozenberg Executive Officer to the Group Manager, Social Policy

Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)

9.45 - 10.00 **Questions and Discussion**

10.00 - 10.45 **EXPERT COMMENTARY**

Developing your Business Acumen

In the modern Public Sector, it is essential for public servants to possess a sound level of business acumen and an ability to create value while managing risk. In this session, while defining business acumen in practical terms, John will discuss solid frameworks to develop your business acumen and of those around you, exploring:

- Ensuring that your priorities add value to the agency
- Linking operations to strategy
- Celebrating success to further leverage business acumen

John Cleary Managing Director
Blue Chip Consulting Group

10.45 - 11.00 **Questions and Discussion**

11.00 - 11.15 **Morning Tea**

11.15 - 12.00 **EXPERT COMMENTARY**

Developing an Ethical Leadership Framework

The unpredictable nature of the executive officer's role is such that they must be able to think on their feet in a variety of contexts. The executive officer may be required to make decisions in the face of an ethical dilemma which requires an understanding of the goals of the organisation and how they can be facilitated by internal and external stakeholders. In this session, Brian will explore a framework for developing ethical leadership. Discuss:

- Embodying the values of the organisation
- View situations in ethical terms
- Developing mechanisms to facilitate ethical business practices

Brian Moran Principal
Managing Values

12.00 - 12.15 **Questions and Discussion**

12.15 - 1.15 **Networking Lunch**

1.15 - 2.00 **CASE STUDY**

Supporting Organisational Change

Facilitating organisational change often falls to the executive officer as they act as the intermediary between the manager and those affecting change. This position demands a certain amount of sensitivity across a range of stakeholders. In this session, Gail will discuss some of her experiences in supporting organisational change, including:

- Contextualising changes
- Understanding external pressures on stakeholders
- Being an agent for change

Dr Gail Reekie Executive Officer to the First Assistant Secretary
Department of Defence

2.00 - 2.15 **Questions and Discussion**

2.15 - 3.00 **EXPERT COMMENTARY**

The Executive Officer: Thinking and Leading Strategically

The executive officer is required to make quick decisions with potentially far reaching implications in a fast paced, complex environment. These decisions need to be future focused in the organisation's interests, monitor both small and big P politics and they need to focus on improvement. In short, they need to be strategic. In this session, Barry will discuss the benefits of adopting a strategic perspective to conceptualising, organising and executing agency business. The key areas of discussion will be:

- Identifying where and how strategy fits into the work of the Public Sector
- Identifying how to think more strategically in the current job
- Exploring one tool/skill to assist in strategic leadership

Barry Poppleton Director
P7 Consulting

3.00 - 3.15 **Questions and Discussion**

3.15 - 3.30 **Afternoon Tea**

PLUS WORKSHOPS!

TWO Post-Forum Half-Day Workshops on 20 May 2010

EARLY BIRD DISCOUNT

Receive \$100 off registration if you register and pay by 1 April 2010

3.30 - 4.30 **INTERACTIVE THINK TANK**

Contending with Diverse Relationships

The executive officer role requires an adaptable relationship management ability to meet the broad range of executive demands. The nature of the relationships that the executive officer is responsible for varies greatly, and demands flexibility in order to achieve a range of outcomes. A successful executive officer is equally capable working from within the team as in a supervisory capacity, and is able to determine the appropriate approach on a case by case basis. In this session, delegates will have the opportunity to workshop strategies to manage a range of relationships. Topics to consider include:

- Creating an effective executive unit
- Being proactive in managing relationships both within the division and the broader organisation
- Understanding priorities across different divisions

4.30 - 5.15 **EXPERT COMMENTARY**

Principles of Effective Team Management

The demands on the executive officer are often such that they must accept responsibility and ownership for the functioning of the whole team. In order to excel in the role, it is necessary to create high energy teams and transform performance. In this session, Barbara will consider some tools to harness potential and facilitate a successful team. Discuss:

- Knowing your brain to transform performance
- Developing interpersonal communication abilities
- Harnessing emotional intelligence for effective team management

Barbara Miller Organisational Psychologist
Potential Unlimited

5.15 - 5.30 **Questions and Discussion**

5.30 **Concluding Remarks from the Chair**

5.30 - 6.30 **Networking Reception**

8.30 - 8.55 **Morning Coffee**

8.55 - 9.00 **Opening Remarks from the Chair**

9.00 - 9.45 **CASE STUDY**

Fostering Trusted Relationships to Deliver Results - Executive Officer Essentials

The executive officer is often required to task senior leaders to carry out work in which the stakes are high. This can manifest in tight timeframes and high levels of sensitivity, both of which the executive officer is ultimately responsible for. In this session, Luke will discuss the value of fostering trusted relationships to deliver results. Explore:

- Building work relationships from the ground up
- The role of values in productive relationships
- Interpersonal skills to influence others and encourage collaboration

Luke Mansfield Executive Officer to the Secretary (February 2009 - January 2010) Deputy State Director, Queensland State Office (January 2009 - present)
Department of Immigration and Citizenship

9.45 - 10.00 **Questions and Discussion**

10.00 - 10.45 **CASE STUDY**

Managing Executive Action in View of the Overarching Political Direction

The executive officer is often positioned at the interchange where political vision becomes operative action. A certain level of sophistication is required when managing this linking to ensure the integrity of the vision is maintained in as practicable a means as possible. In this session Tim will explore his experiences in this role, and some of the lessons he has learned along the way. This will include:

- Ensuring accurate translation of policies
- Compromising between political direction and delivery
- Successful relationship management

Tim Wright Strategic Advisor
Brisbane City Council

10.45 - 11.00 **Questions and Discussion**

11.00 - 11.15 **Morning Tea**

11.15 - 12.00 **EXPERT COMMENTARY**

The Executive Officer as a Stepping Stone - Advancing Beyond the Role

Executive officers spend every day in high velocity work environments. There is little time to pause, and limited or no time for self reflection. For many executive officers this means that proactive career management falls by the wayside. In this session delegates will have the chance to explore some of the ways in which they can embrace their executive officer role for future career advancements. Delegates will explore:

- Current career position against broader life and career goals

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Facilitating Improved Business Outcomes for the Department

- Values, strengths and skills as the key elements of proactive career development
- Self-marketing and targeted networking
- Strategies for implementing career plans

Sue Adams Executive Coach
Sue Adams Coaching and Facilitation Services

- Adjust your governing attitude...if it needs adjusting
- Increase your HI (Humour Intelligence)

Paddy Spruce Principal
Integrity Learning

4.15 - 4.30 **Questions and Discussion**

4.30 **Closing Remarks from the Chair and Close of Forum**

12.00 - 12.15 **Questions and Discussion**

12.15 - 1.15 **Networking Lunch**

1.15 - 2.15 **ROUNDTABLE DISCUSSION**

Prowess Under Pressure

The executive officer role requires interaction with a broad range of stakeholders, but ultimately the responsibility falls squarely to the executive officer to provide accurate and efficient support. The pressure to perform often derives from Secretarial or Ministerial deadlines, which leaves little room for error. In this session, delegates will have the opportunity to discuss strategies to ensure rigor in the face of competing pressures. Explore:

- Maximising on the roles around you
- Knowing your stakeholders
- Adaptability

2.15 - 3.00 **CASE STUDY**

Supporting the Secretary in the Face of Organisational Change

The Department of Climate Change is a young organisation that is highly sensitive to policy developments. As such it has already undergone significant changes at an organisational level, and is likely to continue to do so. The executive officer must be the eyes and ears of the Secretary to effectively support this change, and in this session Penny will discuss some of her experiences, including:

- Ensuring that stakeholders adapt to change
- Prioritising in an uncertain environment
- Interpreting policy to affect change

Penny Morton Executive Officer to the Secretary
Department of Climate Change

3.00 - 3.15 **Questions and Discussion**

3.15 - 3.30 **Afternoon Tea**

3.30 - 4.15 **EXPERT COMMENTARY**

How to Keep Yourself Inspired - Bounce-Back-Ability

Do you find yourself tired when you get home and just want to sit quietly for a while? Would you like more hours in the day? We are all being asked to do more with less in a shorter time. Multi-tasking, multi-rolling, multi-working. Feel like starting a 'slow' revolution? During this informative, relaxed, slow moving session, Paddy will tell and show how to clarify your purpose, keep your energy levels high and work calmly and slowly, yet efficiently and effectively... and jump small buildings in two bounds. During this presentation, you will learn how to:

- Clarify your inner and outer purpose
- Keep all your energy tanks brimming

ABOUT THE EVENT

A day in the life of an executive officer is varied and unpredictable. The position holder represents senior management at the coal face of agency business. No two executive officer roles are exactly the same, which means that there is often a very limited support network to draw upon, and the position holder must be highly adaptive to respond to the fast paced challenges they are confronted with on a daily basis.

Liquid Learning is delighted to present The National Public Sector Annual Executive Officers' Forum 2010. This highly anticipated event will build on the success of last year, as we have incorporated delegate feedback to further improve an already successful program. Featuring case studies and expert analyses from leading practitioners this is an outstanding development opportunity not to be missed. Executive Officers from a variety of Public Sector organisations will share practical experience and advice in efforts to establish a cogent trajectory to the future.

This is a highly interactive event, which fosters an unique environment in which executive officers can workshop common challenges such as managing diverse relationships, developing intuitive working styles and self awareness in the role, aided by leading professional development practitioners. They will discuss effective ways to conduct high level affairs ranging from communications liaison to business management and staff coordination.

The attendees of Liquid Learning's Executive Officer's conferences themselves are a hotbed of initiative and highly varied skill. They will consider methods to enhance the smooth running of the office of a Secretary or senior official with a view towards improving efficiency and service delivery.

WHO WILL ATTEND

- Executive Officers
- Business Manager – Executive Office
- Manager Office of the Secretary / Vice Chancellor / Director-General
- Manager / Director, Secretariat Services

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Workshops 20 May 2010

9.00 - 12.30 WORKSHOP A

Positive Influencing for Win-Win Outcomes

The ability to influence others positively is an essential skill for all executive officers. You influence up, down and sideways. One style won't fit all. You need strong relationships to be successful. Sometimes you need to manage. Sometimes you need to lead. Hopefully, you also find opportunities to delegate. A wide range of behaviours is essential as is the wisdom to choose the appropriate behavior or influencing style for individuals or teams. Sometimes saying nothing is the right style. During this workshop, you will learn how to:

- Persuade, assert, inspire, listen and disengage
- Influence positively
- Identify your influencing strengths and lesser strengths
- Prepare for and conduct a successful corridor negotiation
- Keep your butterflies in formation when speaking to a group
- Motivate a team to improve its performance

Expert Facilitator: Paddy Spruce Principal

Integrity Learning

Paddy Spruce is one of only 12 professional speakers in Victoria who have been awarded the highest level of accreditation granted by the National Speakers Association of Australia and the USA. This Association also awarded him "Speaker of the Year" in 2001 and "Mentor of the Year" in 2002 for his work in coaching professional speakers. He is a founding member of the National Speakers Association of Australia (NSAA) and has worked in Europe, South East Asia and throughout Australasia.

12.30 - 1.30 NETWORKING LUNCH

1.30 - 5.00 WORKSHOP B

Managing Effective Relationships

The primary capability required by an executive officer to succeed is effective relationship management skills. The demands of the job are such that the executive officer must be the eyes and ears of the executive, filtering information to and from the rest of the department. The ability to liaise with senior staff, across divisions and with the team is paramount to effectively representing the executive. In this session, Andrea will discuss some tools to enhance relationship management skills, including:

- Strategies for managing conflict
- Fostering constructive interaction
- Managing senior staff
- Responding to agency dynamics
- Dealing with differences

Expert Facilitator: Andrea McCall Managing Director

Andrea McCall and Associates

Andrea studied at the Universite de Lyon, the French Institute, and Central London Polytechnic. She holds a BA in History and Politics (French) a post graduate qualification in Personnel Management/Human Resources and a bilingual secretarial diploma. She designs and runs training courses including Assertiveness Skills, How to Run a Small Business and any others. She is an experienced public speaker at conferences and seminars and recently co-authored "Human Resource Management Casebook" a textbook designed to apply theory to reality.

ALSO AVAILABLE



The National Public Sector
Communication Officers'
Conference 2010
23 & 24 February 2010
Rydges Lakeside, Canberra



The National Public Sector
Legal Officers'
Forum 2010
10 & 11 March 2010
The Hotel Realm, Canberra



The National
Policy Officers'
Forum 2010
10 & 11 March 2010
Rydges Lakeside, Canberra



The National Public Sector
Executive Assistant
Summit 2010
16 & 17 March 2010
Rydges Lakeside, Canberra

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	Position						Position						Position											
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	Email						Email						Email											
	<input type="checkbox"/> Forum				<input type="checkbox"/> Workshop A				<input type="checkbox"/> Workshop B				<input type="checkbox"/> Forum				<input type="checkbox"/> Workshop A				<input type="checkbox"/> Workshop B			

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<input type="checkbox"/> Please confirm my registration for The National Public Sector Executive Officers' Forum 2010						
No. #	Options	Standard Rate	Early Bird Rate*	Super Saver Rate **	Group Discounts Available:	
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<input type="checkbox"/>	Forum + 1 Workshop (2.5 days)	\$2495 + GST = (\$2744.50)	\$2395 + GST = (\$2634.50)	\$2295 + GST = (\$2524.50)	Conditions:	
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