

# The National Public Sector Executive Assistant Summit 2010

Enhancing Your Productivity to Improve Your Performance, Adding Value to Your Organisation and Developing Your Potential

Liquid Learning is delighted to announce it is hosting The National Public Sector Executive Assistant Summit 2010 – the premier information, professional development and networking opportunity for EAs and PAs to enhance their performance. This summit's unique and engaging format provides the platform for debate and networking.

## FEATURED SPEAKERS

**Rowena Troth** Executive Assistant to the Secretary  
**Department of the Prime Minister and Cabinet**



**Jacqueline O'Brien** Executive Assistant to the Secretary  
**Department of Broadband, Communications and the Digital Economy**



**Theresa Graham** Acting Director, Client Engagement and Communications, National Leadership and Programmes Centre  
**Australian Public Service Commission (APSC)**



**Edeena Cross** Staff Officer to the Director General Navy Capability Transformation and Sustainment - Royal Australian Navy  
**Department of Defence**



**Joan Heckendorf** Executive Assistant to Executive Directors  
**Australian National Audit Office (ANAO)**



**Denise Hutchinson** Executive Assistant to the Chief Executive Biosecurity Australia and Executive Manager Plant Division Biosecurity Services Group  
**Department of Agriculture, Fisheries and Forestry**



**Patricia Galbes** Executive Assistant to the Executive Director  
**Department of Infrastructure, Transport, Regional Development and Local Government**



**Jenni Elsey** Personal Assistant to the Chief Executive  
**ACT Health**



**Dianne Kinsey** Executive Assistant to the Chief Executive  
**Parks Victoria**



**Patricia Kriel** Executive Assistant to the Chief Executive Officer  
**Adelaide City Council**



**Paddy Spruce** Principal  
**Integrity Learning**



**Lizzie Wagner** Principal and Managing Director  
**The Lizzie Wagner Group**



**Warwick Merry** Professional Coach and Trainer  
**The Get More Guy**



**Dr Irena Yashin-Shaw** Director  
**Speaking Edge**



**Joanna Maxwell** Corporate Trainer, Professional Coach and Writer  
**WorkInColour**



16 & 17 March 2010  
Rydges Lakeside, Canberra

## EXPLORE

- Adaptive Techniques for EAs to Thrive in a Changing Public Sector Environment
- Crucial Skills to Advance Your Career
- Top Tips for Personal Management and Development
- Practical Tools to Enhance Your Performance

## PLUS WORKSHOPS

Two Separately Bookable, Half-Day Workshops on 18 March 2010

## EARLY BIRD DISCOUNTS

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# Day One 16 March 2010

## 8.30 - 8.55 **Registration and Morning Coffee**

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

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## 9.00 - 9.40 **OPENING CASE STUDY**

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### **Embracing the Change to an 'Open' Government**

The Freedom of Information reform, amongst other contributing factors, is rapidly evolving the public sector environment towards an 'open, transparent and accountable' government. This operational transition will affect all those working in government so it is paramount that EAs are prepared and equipped to handle these changes as they occur. Discuss:

- Adapting to the evolving public sector and understanding the impacts of 'open government' in your role
- Responding to transparency - Ways to handle challenges in the additional involvement of other parties in transitioning to 'open' practices
- Developing EA practices that embrace 'open' public sector communication

**Patricia Kriel** Executive Assistant to the Chief Executive Officer  
**Adelaide City Council**

## 9.40 - 9.50 **Questions and Discussion**

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## 9.50 - 10.30 **CASE STUDY**

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### **Mastering the Coordination of Multiple Executives**

An EA's role becomes increasingly complex when more than one executive is assigned and added to the reporting mix. In supporting three Executive Directors and their respective teams, Joan will discuss ways to manage a split, executive workload and the challenges this incurs. Share:

- Triple the action - Coordinating and managing the workloads of three executives and their teams
- Tools for prioritising work and juggling demands
- People management - Practical ways to manage expectations
- Tips for identifying potential challenges and practical ways to avoid them before they occur

**Joan Heckendorf** Executive Assistant to Executive Directors  
**Australian National Audit Office (ANAO)**

## 10.30 - 10.40 **Questions and Discussion**

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## 10.40 - 11.00 **Morning Tea**

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## 11.00 - 11.40 **CASE STUDY**

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### **Confidentiality and Identifying Urgency**

In a whirlwind of requests and responsibilities, an EA must decipher what most urgently requires their executive's attention. While retaining complete confidentiality, an EA must hone their skills of analysing information, identifying urgency and prioritising to plan the day ahead. Drawing on

her extensive experience, Jenni will discuss:

- Retaining confidentiality as the number one rule
- Being aware of your actions in relation to confidentiality
- Tools for prioritising and reading between the lines - Analysing information and identifying urgency
- Practical strategies to escalate an issue and alert the appropriate people

**Jenni Elsey** Personal Assistant to the Chief Executive  
**ACT Health**

## 11.40 - 11.50 **Questions and Discussion**

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## 11.50 - 12.30 **CASE STUDY**

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### **Embracing Project Management in Your Role**

More responsibilities and expectations are being incorporated into the executive support professional's role and a background as an EA is invaluable as you progress up the career chain. As a Staff Officer, Edeena will discuss:

- How to be proactive in taking on project responsibilities
- Juggling project management with coordination and EA duties
- Leading from the front - Developing a holistic mindset towards your role

**Edeena Cross** Staff Officer to the Director General Navy Capability Transformation and Sustainment  
- Royal Australian Navy  
**Department of Defence**

## 12.30 - 12.40 **Questions and Discussion**

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## 12.40 - 1.40 **Networking Lunch**

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## 1.40 - 2.40 **INTERACTIVE PANEL DISCUSSION**

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### **Managing Up - Taking Ownership and Leading Confidently**

EAs are put in numerous different situations each day that require them to use managerial skills when dealing with senior executives and a diverse range of stakeholders. This valuable interactive discussion will provide you with the opportunity to draw on the panel's collective knowledge and explore key issues that affect you, including:

- Tools to overcome key challenges in 'managing up'
- Ways to acquire appropriate recognition and how to use this influence positively
- Tips for improving your managerial skills
- Embracing your 'jack of all trades' role

#### **Panellists:**

**Joan Heckendorf** Executive Assistant to Executive Directors  
**Australian National Audit Office (ANAO)**

**Edeena Cross** Staff Officer to the Director General Navy Capability Transformation and Sustainment  
- Royal Australian Navy  
**Department of Defence**

**Dianne Kinsey** Executive Assistant to the Chief Executive  
**Parks Victoria**

PLUS WORKSHOPS!

TWO Post-Summit Half-Day Workshops on 18 March 2010

EARLY BIRD DISCOUNT

Receive \$100 off registration if you register and pay by 12 February 2009

**Patricia Kriel** Executive Assistant to the Chief Executive Officer  
**Adelaide City Council**

2.40 - 3.00 **Afternoon Tea**

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3.00 - 3.40 **CASE STUDY**

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### **Maximising on the Opportunities of a Mentorship**

As an EA, you should embrace opportunities to seek advice and guidance in order to enhance your career. Developing a mentoring relationship with an experienced EA is immensely valuable and will provide you with quick access to a wealth of knowledge. Drawing on over 30 years of experience, Patricia will discuss her involvement as a mentor. Explore:

- How to identify your strengths and weaknesses and improve them accordingly
- Drawing on your mentor's experience - How to get things right the first time
- Making the most out of your mentorship - Tapping into their 'free' tips and techniques

**Patricia Galbes** Executive Assistant to the Executive Director  
**Department of Infrastructure, Transport, Regional Development and Local Government**

3.40 - 3.50 **Questions and Discussion**

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3.50 - 4.30 **EXPERT SPOTLIGHT COMMENTARY**

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### **Personal Image Management that Boosts Your Potential and Success**

In looking good, you feel great and consequently perform at your best. Capturing the power of presentation has an interconnected relationship with enhancing your image management and performance. Following on from past years successes and rave reviews, Lizzie will share practical tools for enhancing your image management and boosting workplace productivity. Learn:

- Tools to position YOU as a brand
- Reflecting your professionalism - Crucial tips for enhancing your corporate image
- Capturing your 'personal power' and translating it into workplace behaviours and results
- Top tips for improving your business and social etiquette

**Lizzie Wagner** Principal and Managing Director  
**The Lizzie Wagner Group**  
\* Finalist Lifetime Achievement Award in Business  
\* Finalist Telstra Business Owner

4.30 - 4.40 **Questions and Discussion**

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4.40 **Concluding Remarks from the Chair**

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4.40 - 6.00 **Networking Drinks**

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8.30 - 8.55 **Morning Coffee**

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

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9.00 - 9.40 **CASE STUDY**

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### **Managing Your Executive**

In acting as the 'arm of your executive', you must foresee issues and stay one step ahead. Denise will provide practical tools and systems for managing your executive and sustaining synergy in your partnership. Share:

- Embracing a proactive attitude towards change to broaden your role and develop your skill set
- Practical ways to utilise your 'managing up' skills to take on managerial expectations
- How to ensure synergy in managing your executive

**Denise Hutchinson** Executive Assistant to the Chief Executive Biosecurity Australia and Executive Manager Plant Division Biosecurity Services Group  
**Department of Agriculture, Fisheries and Forestry**

9.40 - 9.50 **Questions and Discussion**

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9.50 - 10.30 **INTERACTIVE EXPERT SESSION**

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### **How to GET MORE Out of Your Day - Positive Energy Boosting**

Do you often feel like there are not enough hours in the day to achieve everything you need to? In this interactive and energetic session, Warwick will share practical ways to transform your day. Explore:

- Realistic ways to 'Get More' out of your day - Energy increasing performance tips
- Tools to self-motivate and enhance your personal satisfaction
- Cut the hype - How to set attainable goals and achieve them

**Warwick Merry** Professional Coach and Trainer  
**The Get More Guy**

10.30 - 10.40 **Questions and Discussion**

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10.40 - 11.00 **Morning Tea**

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11.00 - 12.00 **INTERACTIVE PANEL DISCUSSION**

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### **Practical Ways to Adapt to Different Roles, Executives and Workplace Environments**

In this highly interactive session, you will have the opportunity to draw on the panel's wealth of collective experience. Discuss:

- Transitioning from role to role in different departments
- Adapting to different executive managerial styles
- Identifying your executive's strengths and weaknesses and planning your role accordingly
- Enhancing synergy - Preventing obstacles and challenges in coalition partnerships with executives
- Transitioning into different roles from EA duties

#### **Panellists:**

**Rowena Troth** Executive Assistant to the Secretary  
**Department of the Prime Minister and Cabinet**

## SUPER SAVER DISCOUNT

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# Adaptive Tools to Equip You for any Situation

**Jacqueline O'Brien** Executive Assistant to the Secretary  
**Department of Broadband, Communications and the Digital Economy**

**Theresa Graham** Acting Director, Client Engagement and Communications, National Leadership and Programmes Centre  
**Australian Public Service Commission (APSC)**

• Creative thinking tips and tricks - How do I tap into it?  
**Joanna Maxwell** Corporate Trainer, Professional Coach and Writer  
**WorkInColour**

3.40 - 3.50

## Questions and Discussion

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3.50 - 4.20

## INTERACTIVE ROUNDTABLE

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### Taking Stock and Responding to the Challenges Ahead

In small groups, you will have the opportunity to discuss key learning outcomes of the summit and address any outstanding personal tips, successes and challenges with each other. This interactive roundtable session will give you the chance to hear 'what other EAs are doing in their role' and draw on the collective wisdom of your colleagues.

4.20

## Closing Remarks from the Chair and Close of Conference

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## 12.00 - 12.40 INTERACTIVE SPOTLIGHT SESSION

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### Communicating with Power in the Workplace

As the EA role evolves to a more managerial position, learning to communicate with power and confidence becomes essential. Step up and polish your communication skills to empower you to handle any situation with ease. Explore:

- How to sound like the EA star you are
- Communication tools for any context
- Establishing rapport with your colleagues
- Communicating concisely to get information...and fast!

**Dr Irena Yashin-Shaw** Director  
**Speaking Edge**

## 12.40 - 12.50 Questions and Discussion

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## 12.50 - 1.50 Networking Lunch

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## 1.50 - 2.30 INTERACTIVE EXPERT COMMENTARY

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### Win-Win Corridor Negotiations

Negotiating successfully is an essential skill for all EAs. Projects and people need to be handled with skill and sensitivity. Influencing and negotiating are learned skills and can be improved significantly at any life stage with direction and support. You'll get both in this dynamic expert commentary. You will learn:

- How to influence and negotiate to achieve a win-win result
- How to choose the best negotiating style to suit any situation
- How to build trust and make a good first impression
- Use the stages of negotiation to your advantage
- Protect yourself from tricks and manipulation

**Paddy Spruce** Principal  
**Integrity Learning**

## 2.30 - 2.40 Questions and Discussion

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## 2.40 - 3.00 Afternoon Tea

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## 3.00 - 3.40 INTERACTIVE EXPERT SESSION

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### Creative Thinking: A Career Edge

Change continually evolves and reshapes our working world. Creative thinking will give you a competitive advantage in your ability to solve problems and think 'outside the box'. In this highly interactive session, Joanna will discuss the power of creativity and how to cultivate your career for the 21st century. Explore:

- How to creatively plan your career
- Distinguishing between convergent and divergent thinking processes

## WHO WILL ATTEND

- Executive Assistants
- Personal Assistants
- Executive Coordinators
- Executive Officers
- Executive Support
- Project Officers
- Administrative Staff
- Office Managers
- Departmental Assistants
- Business Support

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# Workshops 18 March 2010

## 9.00 - 12.30 **WORKSHOP A**

### **How to Inspire Yourself and Others**

Are you expected to have abundant energy, be in a good mood all the time, lift the spirits of others, listen patiently, be stress free....and still get everything done...on time! During this dynamic workshop, you will learn simple ways of keeping yourself motivated, energetic and in control. You will also learn simple techniques to get the best from others including your manager. You will learn how to:

- Keep your four energy sources brimming
- Use humour to stay sane
- Become an optimist and enjoy the benefits forever
- Use music to calm your spirit
- Clarify your purpose, values and goals
- Decide who you want to become
- Use your present wisely
- Enjoy yourself more

**Expert Facilitator: Paddy Spruce** Principal

### **Integrity Learning**

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

## 12.30 - 1.30 **NETWORKING LUNCH**

## 1.30 - 5.00 **WORKSHOP B**

### **Proactive, Productive Power! Workflow and Productivity Management**

As an EA you spend all day on your computer. Working with software can be your salvation or drive you mad depending on your 'power-set' of crucial tricks and techniques you use to your technological and organisational advantage. Through dramatically saving time and energy, Donna will share practical tips for the functional training you need to enhance your performance. Note: You are encouraged to bring along your personal laptop should you wish to follow along but it is not essential for this valuable session. Explore:

- Working with 2007 software interface updates - What the IT guy 'skimmed' over
- Enhancing prioritisation and time management features of email housekeeping
- Inside spreadsheets - What you don't know could bury you alive!
- Tech on tap - The secret power of word documents

**Expert Facilitator: Donna Hanson** The Technology Translator


### **Prime Solutions Training & Consulting**

Donna is The Technology Translator. She turns TECHNO-BABBLE into easy-to-understand language. Donna's company Prime Solutions Training & Consulting provides training to local and state government departments as well as corporations such as Village Roadshow, BMW and Holden. Donna has made several appearances on Channel 7's Sunrise program as an Email Expert and is one of only four people in the world certified to deliver an email productivity program to Microsoft staff.

## ABOUT THE EVENT

Building on the success of previous years, this compelling and action-packed summit will equip delegates with practical tools and techniques. It will provide practical value through case studies and expert sessions tailored to the development needs of executive assistants and personal assistants working in today's rapidly evolving public sector.

This summit's holistic program will provide executive support professionals the practical skills they need to enhance their performance. Senior executive assistants from public sector agencies will provide techniques and advice while a selection of expert insights will delve into developmental and progressional issues that impact EAs in a 'hands-on' approach. Dynamic interactive sessions will allow you intimate access to a wealth of senior knowledge to explore issues that affect you.

 To request an electronic version for easy circulation, email [marketing@liquidlearning.com.au](mailto:marketing@liquidlearning.com.au)

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