



Higher Education Executive Assistants Intensive

Enhancing your personal and professional value as an executive assistant in the Higher Education environment

EXPLORE

- Effective communication
- Increasing resilience
- Workload management
- Influencing and “managing up”
- Managing stress
- Developing leadership capability
- Emotional intelligence
- Difficult conversations
- Confidence building
- Prioritisation and organisation
- Career advancement



10 & 11 October 2018 **Melbourne**
16 & 17 October 2018 **Sydney**



EARLY BIRD DISCOUNTS
Register by **27 August 2018** and save!



MORE PEOPLE? MORE SAVINGS

3+
SAVE 10%

5+
SAVE 15%

8+
SAVE 17%



WE CAN BRING THIS COURSE TO YOU

10 or more staff need this training?
Ask us about cost effective in-house options.



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www.liquidlearning.com
Booking Code - Q1

EXPERT FACILITATOR



> **Dr Karen Whittingham**
Director
Impact Psychology Pty Ltd



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Higher Education Executive Assistants Intensive

BACKGROUND

Within an evolving and dynamic Higher Education sector, executive support professionals are faced with demanding expectations. To be effective in your support position, you must continually uphold your knowledge and skills to be professionally successful, while supporting your executive's core function and priorities.

This two-day intensive is designed to equip Higher Education Executive Assistants with the knowledge and practical tools to develop professional excellence and step up as an expert influencer in their organisation. Attendees will develop critical skills including conscious communication, effective stakeholder engagement and strategies to build trust and influence with staff and senior management alike.

INTRODUCING YOUR FACILITATOR



Dr Karen Whittingham
Director
Impact Psychology Pty Ltd

Karen is one of Australia's leading executive management development specialists who has worked with thousands of executives to transition them into senior leadership roles quickly and effectively. She is an Organisational Psychologist passionate about people's success and facilitating their careers to rise. Karen's workshops are best described as practical, hands on, personally relevant and enjoyable.

Karen has 25 years' experience across a wide range of providers in the Adult Education and Training sectors, including founding the Australian Vocational Education and Training Research Association (AVETRA) and culminating in senior executive roles in TAFE NSW. She is currently consulting various training providers across a range of projects including leadership development, team building and change interventions. Currently lecturing in Organisational Psychology at UNSW, she has also worked with the talent pools of many of Australia's leading multinational and public sector firms as a coach, facilitator and researcher.

Karen also advises organisations on appropriate business strategy, planning and innovation and bespoke engagement and climate surveys. Karen has high level senior executive experience in directing and managing large teams and leading sales and customer service functions both on and off shore (including experience managing JV partnerships across 8 cities in China).

Karen holds a Masters in Management from MGSM to complement her Doctoral level psychology qualifications (USyd) and is a graduate of the National Speakers Association Academy (now known as the Professional Speakers Association).

A self-described geek girl with a passion for technology and innovation, Karen has 4 apps in the Apple Appstore and is an award winning astro-photographer.

TRAINING DELIVERY AND PRE-COURSE QUESTIONNAIRE

This workshop will be delivered using a three tiered approach. The structure of each session is as follows:

1. Technical overview and review of research into the topic area under discussion
2. Practical application of management principles in the review of case studies, worked examples and interactive exercises
3. Discussion of outcomes and implementation issues

Workshop participants will have the opportunity to include comments and questions about issues outlined in the program by way of a pre-course questionnaire. This feedback will enable the course facilitator to adjust content accordingly. The workshop has limited places to allow for customisation, greater interactivity and for individual concerns to be addressed.

IN-HOUSE TRAINING AVAILABLE



Do you have a team of ten or more people requiring this training? If so, it may be more cost effective for Liquid Learning to bring the training to you. Contact us to discuss your needs today.



VALUE PLUS DISCOUNT

Receive \$400 off registration if you register and pay by 16 April 2018



SUPER SAVER DISCOUNT

Receive \$200 off registration if you register and pay by 25 June 2018

Day One - Resilience, Influence and the Fine Art of Managing Up

Day Two - Conflict, Calendars and Career Planning (with EQ)

Proactive self-management for Higher Education executive support

- Navigate organisational politics and tackle complex conversations
- Respond proactively to challenging situations and changing environments
- Create strong professional relationships by establishing trust and credibility
- Projecting empathy while remaining in control of a situation

Develop and maintain resilience in a high-pressure, high-volume environment

- Develop emotional resilience to maintain composure during times of conflict
- Strategies to initiate sensitive conversations and effectively raise concerns
- How to effectively manage high-level and high-volume workloads
- Increase confidence to broach sensitive topics across your organisation

Managing expectations and managing up

- Building an authentic and influential relationship with your manager
- Optimise time with your manager and optimise your manager's time
- Gaining full engagement from your executive during times of high pressure
- Explore communication strategies to address difficult conversations

Influencing with integrity (power without power)

- Develop the ability to build rapport and maintain relationships
- Finding your own communication style to maximise your influence on key decisions
- Remaining authentic when faced with making difficult decision
- Foster a relationship of trust

Getting across the issues, working across the business

- Seeing past your own sphere and working with sensitivity
- Increasing personal presence within the executive office and modelling behaviour
- Proactively managing expectations to operate autonomously
- Anticipate needs and prioritise to protect your time (and your manager's)

Positive communication and emotional intelligence

- Discover the ability to assess and measure emotional intelligence in yourself and others
- Understand your EQ and its impact on the way you are perceived
- Leveraging your emotional intelligence in the workplace
- Communication styles (you get back what you give out)

Effectively engaging with different (and sometimes difficult) personalities

- Dealing with a range of personalities in high-pressure situations
- Navigating challenging situations, effectively communicating compromise
- Understand different communication styles to best resolve conflict
- Effectively dealing with ambiguity

Balancing your workload and active career planning

- Manage and maintain work-life balance with an ever-increasing workload
- Project and predict: best practice calendar and diary management fundamentals
- Establish a leadership mindset that will accelerate your career development
- Develop a personal action plan and practical strategies to implement

WORKSHOP SCHEDULE

- 8.30 - 9.00 Registration
- 9.00 - 10.40 Session One
- 10.40 - 11.00 Morning Tea
- 11.00 - 12.30 Session Two
- 12.30 - 1.30 Lunch
- 1.30 - 3.00 Session Three
- 3.00 - 3.20 Afternoon Tea
- 3.20 - 4.30 Session Four
- 4.30 Close of Workshop

More people? More savings!

3 - 4 DELEGATES 10% DISCOUNT	5 - 7 DELEGATES 15% DISCOUNT	8 + DELEGATES 17% DISCOUNT
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Organisation Name			
Address	Suburb	State	Postcode
Booking Contact Information			
Title	Full Name	Position	
Email	Phone		



#	Title	Full Name or TBA	Position	Email	Attendance
1					<input type="checkbox"/> MELB <input type="checkbox"/> SYD
2					<input type="checkbox"/> MELB <input type="checkbox"/> SYD
3					<input type="checkbox"/> MELB <input type="checkbox"/> SYD
4					<input type="checkbox"/> MELB <input type="checkbox"/> SYD
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10					<input type="checkbox"/> MELB <input type="checkbox"/> SYD



Options (per person)	Value Plus Rate*** Register and pay by 16 April	Super Saver Rate** Register and pay by 25 June	Early Bird Rate* Register and pay by 27 August	Standard Rate
Qty _____ Workshop	\$1,795 + GST = (\$1,974.50)	\$1,995 + GST = (\$2,194.50)	\$2,095 + GST = (\$2,304.50)	\$2,195 + GST = (\$2,414.50)
Discounted off standard rates :	Save up to \$400	Save up to \$200	Save up to \$100	

TOTAL incl GST

Conditions: Group Discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Group discounts are not applicable to Value Plus, Super Saver and Early Bird rates. Discounts cannot be applied retrospectively and must be claimed at the time of booking. Liquid Learning Group reserves the right to have sole discretion on an organisation's eligibility for discounts.

Note: Course materials, refreshments & lunches are included. Travel and accommodation are NOT included. Registration Options are per person only.

All Prices listed in Australian Dollars

	Group Discounts Available:	10% off Standard Rate Team of 3 - 4	15% off Standard Rate Team of 5 - 7	17% off Standard Rate Team of 8 +		In-house Training Available:	Do you have a team of ten or more people requiring this training? If so, it may be more cost effective for Liquid Learning to bring the training to you. Contact us to discuss your needs today.
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Please Note: Payment is required prior to attending this event.

<input type="checkbox"/> Credit Card <input type="checkbox"/> Cheque (payable to Liquid Learning Group Pty Ltd) <input type="checkbox"/> Electronic Funds Transfer <input type="checkbox"/> Please invoice me: Purchase Order No. # <input type="text"/>	Credit Card Details - Please charge my credit card for this registration: Card Type <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express Note: 2% surcharge applies to American Express payments Card Number <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Expiry <input type="text"/> / <input type="text"/> CVV <input type="text"/> <input type="text"/> <input type="text"/> Full Name as on card Cardholder's Contact Number <input type="text"/> Signature <input checked="" type="text"/>	Electronic Funds Transfer (EFT) Please transfer funds directly to: Westpac Account Name: Liquid Learning Group Pty Ltd BSB: 032 002 Account No: 407 273 SWIFT Code: WPACAU2S Amount <input type="text"/> Please quote ref HEAW1018A and registrant name
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Authorising Manager's Details: This registration is invalid without a signature.

Name	Position	Signature	Date
		<input checked="" type="text"/>	

Email this form to: registration@liquidlearning.com.au or Call us on: +61 2 8239 9711

Registration Policy
If you are unable to attend this event, you may send a substitute delegate in your place at no additional cost. Please advise us of any substitutions as soon as possible. Alternatively, you may transfer your registration to another event run by Liquid Learning Group Pty Ltd. A 10% service fee may apply. Should you wish to cancel your registration, please notify us in writing as soon as possible and a credit note will be issued valid for use towards any future event held by Liquid Learning Group Pty Ltd in the twelve months following date of issuance. Cancellation notifications received less than 14 days from the event running will receive a credit note to the value of the registration fee less a service fee of \$400 plus GST. Liquid Learning Group Pty Ltd does not provide refunds for cancellation. The prices above are based on one person per registration. It is not possible for multiple people to attend within any day of the event on a single registration. Split tickets, i.e. a different person attending each day of the event, can be arranged. A fee will apply. Please call us for details.

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