

The 11th Public Sector Executive Assistant Conference 2017

Developing and refining skills to move forward and reignite your passion as an Executive Support professional in the Public Sector

FEATURED SPEAKERS



Alison Howship Executive Assistant to the Vice Chief of the Defence Force
Department of Defence



Tara Wood Executive Assistant to Branch Manager
Department of Social Services



Tracy Caine Executive Assistant to the Associate Secretary
Department of the Prime Minister and Cabinet



Vera Glamcevski Executive Assistant to the First Assistant Secretary of Identity & Biometrics Division
Department of Immigration and Border Protection



Jessica Botterill Executive Assistant to the First Assistant Secretary
Department of Finance



Laura Chesworth Executive Officer to the Chief Operating Officer
National Disability Insurance Agency



Danielle Grant Executive Assistant to the First Assistant Secretary
Department of Finance



Stephanie Paulissen President Australian Capital Territory Division of the Australian Institute of Office Professionals
The Pharmacy Guild of Australia



Dean Channells Executive Assistant to the Norwegian Ambassador
The Norwegian Embassy



Caterina Fallace Executive Assistant to Chief Financial Officer and Assistant Secretary
Attorney-General's Department



Kayla Potter Senior Executive Assistant to the Chairman
Australian Competition and Consumer Commission



Rebecca Jeffcoat Commander
Royal Australian Navy



Raylene Easton Executive Assistant to General Manager of People & Communications Group
IP Australia



Louise Youngman Executive Assistant to the Deputy President of the Repatriation Commission
Department of Veterans' Affairs



Yuka Pirani Executive Officer to the Director-General Economic Development/Chief Executive Officer, Land Development Agency
Chief Minister, Treasury and Economic Development Directorate



2017 Theme:
'Excel, Exceed, Evolve'

Summit

13 & 14 June 2017

Post-Summit Workshop

15 & 16 June 2017

Boat House by the Lake,
Canberra

- Adopt a leaders mindset to create impact and influence through communication
- Build strong support networks with Executive Support professionals
- Deal with challenging situations and competing expectations
- Proactively adapt to change in the Public Sector

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Day One 13 June 2017

2017 Theme: 'Excel, Exceed, Evolve'

What motivates you? What drives you to push your career further than you thought it could go? How do you articulate this passion to enhance your professional performance? We have invited some of the Public Sector's most influential and inspiring Executive Support professionals to share their passion and expertise. They explore what it takes to excel, exceed expectations and evolve in the changing Public Sector.

8.30 - 8.55 Registration and Morning Coffee

8.55 - 9.00 Official Welcome and Opening Remarks from the Chair

9.00 - 9.40 OPENING KEYNOTE CASE STUDY

Building your presence and getting noticed

Getting noticed means developing the ability to maximise workplace impact. It requires becoming an autonomous, reliable and invaluable member of the team and creating opportunities for self-development. Stephanie has moved from Executive Assistant to Executive Officer, utilising unique qualities to excel as an Executive Support professional. Discuss:

- Stepping out of the EA realm
- Accessing development opportunities
- Mastering and maximising influence

Stephanie Paulissen President Australian Capital Territory Division of the Australian Institute of Office Professionals
The Pharmacy Guild of Australia

9.40 - 9.50 Questions and Discussion

9.50 - 10.30 EXPERT COMMENTARY

Resilience - The art of bouncing forward

Successful Executive Support professionals embrace a positive mindset and an optimistic approach to achieving their personal goals, from the start of their career and throughout. Setbacks are inevitable and with them come the opportunity to either bounce forward or fall back. This session will discuss:

- Using experience as a springboard for future success
- Building resilience in your personal and professional life
- Cultivating an adaptive mindset

Nicole van Hattem CHHC Resilience and Success Coach
Hot & Healthy Business Life

10.30 - 10.40 Questions and Discussion

10.40 - 10.55 Morning Tea

10.55 - 11.35 CASE STUDY

Managing your manager - Building the perfect partnership

An Executive Support professional plays a fundamental role in managing the work of their Executive. As an extension of their manager, executive assistants play a vital role in the movement and success of the department and must possess the ability to make executive decisions. This session will discuss:

- Relationship building and managing
- Building effective interpersonal skills to deal with difficulties
- Dealing with ever-changing diaries

Tara Wood Executive Assistant to Branch Manager
Department of Social Services

11.35 - 11.45 Questions and Discussion

11.45 - 12.25 EXPERT COMMENTARY

Understanding and applying Emotional Intelligence for optimum efficiency within the Public Service

Truly effective professionals are distinguished by a high level of self-awareness and the ability to recognise and manage emotions as they emerge. In order to successfully influence and develop, it is important to have an in-depth understanding of Emotional Intelligence and how this impacts performance. This session will discuss:

- Developing ability to recognise and manage emotions during turbulent times
- Managing the Emotional Intelligence of executives
- Understanding the correlation between Emotional Intelligence and stress

Zoe Herbert Routh Owner & Director
Inner Compass

12.25 - 12.35 Questions and Discussion

12.35 - 1.35 Networking Lunch

1.35 - 2.35 INTERACTIVE PANEL DISCUSSION

Expectations vs reality - What does it take to be an Executive Assistant in the Public Sector?

Managing self-talk and mastering self-confidence are key skills to possess when leading the way as an Executive Assistant in the Public Sector. EAs must maintain a strategic viewpoint and instil a sense of confidence in the face of challenges. This panel of experienced EAs will discuss the skills and strategies needed to excel in this space. Discuss:

- Practical skills for personal and professional growth
- The importance of creating a personal, lateral career pathways
- Facing the challenges and seizing the opportunities

Tracy Caine Executive Assistant to the Associate Secretary
Department of the Prime Minister and Cabinet

Rebecca Jeffcoat Commander
Royal Australian Navy

Tara Wood Executive Assistant to Branch Manager
Department of Social Services

Danielle Grant Executive Assistant to the First Assistant Secretary
Department of Finance

Yuka Pirani Executive Officer to the Director-General, Economic Development/Chief Executive Officer, Land Development Agency
Chief Minister, Treasury and Economic Development Directorate

FACULTY OF EXPERTS



Nicole van Hattem CHHC
Resilience and Success Coach
Hot & Healthy Business Life



Sonia Fortuna
Professional Coach



Brendon Le Lievre
Owner
Hare Consulting



Lisa Schafer
Director and Principal Consultant
Schafer Group



Sally Dooley
Leadership Coach,
Facilitator and Speaker



Zoe Herbert Routh
Owner & Director
Inner Compass

PLUS WORKSHOP!

Plus One Separately Bookable Two-Day Workshop on 15 & 16 June 2017



VALUE PLUS DISCOUNT

Receive up to \$350 off registration if you register and pay by 13 April 2017

2.35 - 3.15 **CASE STUDY****The thermometer vs the thermostat - Making the EA role your own**

A thermometer reflects the temperature of the environment, where the thermostat regulates it. It sets the desired temperature and actively works to maintain it, just like an effective Executive Assistant. In a busy and challenging workplace, it is essential for a successful EA to create the environment you wish to work in. This session will explore:

- Working collaboratively in sharing and generating ideas
- Using your individual talents and skills to excel
- Communicating effectively and openly in the workplace

Raylene Easton Executive Assistant to General Manager of People & Communications Group
IP Australia

3.15 - 3.25 **Questions and Discussion**3.25 - 3.40 **Afternoon Tea**3.40 - 4.20 **EXPERT COMMENTARY****Exceptional management through turbulence and interruptions**

Managing change and navigating through turbulence is an important part of the EA role, particularly when working in an environment of continual organisational transition. By maintaining focus and learning to self-manage, Executive Support professionals can proactively adapt to change and build resilience in the face of uncertainty. This session will explore:

- Maintaining resilience and handling stress
- Dealing with high demands and learning to self-manage
- Proactively adapting to change within the Public Sector

Sally Dooley Leadership Coach, Facilitator and Speaker

4.20 - 4.30 **Questions and Discussion**4.30 **Concluding Remarks from the Chair****NETWORKING RECEPTION****4:30 - 5:30PM**

Make the most of your experience, join us to network over complimentary canapés and drinks

TEAM BOOKINGS AVAILABLE

TEAM OF

3 - 4**10%DISCOUNT**

TEAM OF

5 - 9**15%DISCOUNT**

TEAM OF

10 - 14**20%DISCOUNT**

TEAM OF

15 +**22%DISCOUNT**8.30 - 8.55 **Morning Coffee**8.55 - 9.00 **Opening Remarks from the Chair**9.00 - 9.50 **OPENING CASE STUDY****Building and managing positive connections for career success**

Underpinning the success of any executive support professional is to build strong, long-term relationships. Using the resources and staff around you is essential for a successful and harmonious work life. Laura is the Executive Officer to a Chief Operating Officer for the National Disability Insurance Agency and will explore the value of the Executive Officer to the EA, and vice versa. Discuss:

- Mastering an approach to manage connections
- Building a successful partnership with the 'XO'
- Addressing the skills that create a successful Executive Support professional

Laura Chesworth Executive Officer to the Chief Operating Officer
National Disability Insurance Agency

9.50 - 10.00 **Questions and Discussion**10.00 - 10.50 **CASE STUDY****Building better stakeholder relationships through effective communication**

Stakeholders can have a massive impact on your success in the workplace, especially when juggling the input of multiple stakeholders, each with their own interests. The challenge lies in how to keep both internal and external relationships strong without relinquishing control of your project. Brendon will explore techniques to handle even the most difficult of stakeholders so you can keep working together as content and committed collaborators. Discuss:

- Building rapport and trust through conversation
- Understanding the true interests of your stakeholders
- Understand how to use body language to project confidence and positivity

Brendon Le Lievre
Owner
Hare Consulting

10.50 - 11.00 **Questions and Discussion**11.00 - 11.15 **Morning Tea****WHO WILL ATTEND**

- Executive Assistants
- Personal Assistants
- Executive Support
- Executive Coordinators
- Project Officers
- Administration Staff
- Office Managers
- Departmental Assistants / Coordinators
- Business Support
- Operations

**SUPER SAVER DISCOUNT**

Receive up to \$250 off registration if you register and pay by 4 May 2017

**EARLY BIRD DISCOUNT**

Receive up to \$150 off registration if you register and pay by 25 May 2017

Deal with greater expectations and responsibilities

11.15 - 12.15 INTERACTIVE PANEL DISCUSSION

Mastering and maintaining a healthy work/life balance

Being an effective EA requires an efficient, pragmatic approach to balancing a healthy work and home life, and knowing when to take the time to recuperate. This is increasingly challenging as an Executive Assistant, where multi-tasking, increased responsibility and long hours are daily expectations. This panel will discuss:

- Setting personal and professional priorities
- Making time for friends, family and yourself
- Learning to disengage at the end of the working day

Alison Howship Executive Assistant to the Vice Chief of the Defence Force
Department of Defence

Dean Channells Executive Assistant to the Norwegian Ambassador
The Norwegian Embassy

Louise Youngman Executive Assistant to the Deputy President of the Repatriation Commission
Department of Veterans' Affairs

12.15 - 1.15 Networking Lunch

1.15 - 2.05 CASE STUDY

Communicating to influence

As an Executive Assistant, you need to appeal to senior influencers, ultimately becoming an influencer yourself. It is a journey hinged on a high-level communication skill set. Communicating to influence transcends seniority and allows for Executive Support professionals to highlight strengths and initiate career progressing conversations. In this session, Sonia will sharpen your communication to influence skills. Explore:

- How to influence within your network
- Influencing when addressing senior leaders
- Learning to speak with authenticity

Sonia Fortuna Professional Coach

2.05 - 2.15 Questions and Discussion

2.15 - 3.15 INTERACTIVE PANEL DISCUSSION

How is the EA role developing? - Tips and tricks to stay ahead of the game

Executive Support professionals are at the heart of the organisation, working alongside powerful internal and external stakeholders, and playing a key role in supporting decisions, managing budgets and contributing to the goals of the organisation. This panel of experts will explore where the EA role is going, and how to stay ahead of the game. Discuss:

- Managing more than one manager
- Working in a political environment – knowing your habitat
- Dealing with greater expectations and responsibilities

Vera Glamcevski Executive Assistant to the First Assistant Secretary of Identity & Biometrics Division
Department of Immigration and Border Protection

Jessica Botterill Executive Assistant to the First Assistant Secretary
Department of Finance

Caterina Fallace Executive Assistant to Chief Financial Officer and Assistant Secretary
Attorney-General's Department

Kayla Potter Senior Executive Assistant to the Chairman
Australian Competition and Consumer Commission

3.15 - 3.30 Afternoon Tea

3.30 - 4.30 INTERACTIVE CLOSING ROUNDTABLE

Career progression in executive support - Where next?

This interactive discussion will allow participants to revisit the key themes and topics explored over this two-day forum. Attendees will have the opportunity to reflect on their own strengths as an Executive Support professional, and prioritise a set of changes to make to improve their effectiveness. Explore:

- Building strategic networks
- Using strengths and knowledge to push boundaries and move the organisation forward
- Putting yourself forward for progression

Nicole van Hattem CHHC Resilience and Success
Hot & Healthy Business Life

4.30

Concluding Remarks from the Chair and Summit Close

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ABOUT THE EVENT

When working in a continuously evolving and high-pressured environment, it is essential for Executive Support professionals to continually refresh their skills and refine their knowledge. To thrive in this role, Executive Assistants need to be able to assert their value and be resilient in order to navigate through demanding situations and competing expectations.

The 11th National Public Sector Executive Assistant Conference 2017 is an essential professional development program, exploring some of the complexities of the role and the challenges faced by Executive Support professionals today. This event will provide an open forum to discuss and develop skills to adapt to change, refine communication skills and manage difficulties in the workplace.

The event will feature inspirational presentations from some of the Public Sector's most influential Executive Support professionals. This is supported by interactive expert commentary sessions and workshop sessions that will provide practical approaches and tools designed to empower, motivate and maximise effectiveness in the role.



Workshop Day One

Developing Emotional Intelligence to aid Strategic Communication during periods of high stress

Effective communication is key to managing conflict within a highly charged, emotional environment and as someone who deals with copious amounts of people on a daily basis it is imperative to understand alternative ways to communicate, to ensure relationships are navigated effectively. Having the capacity to be aware and in control of one's emotions, allows for greater ability to handle both professional and personal relationships empathetically and with greater practicality. A significant body of research supports that a strong link exists between leadership effectiveness and Emotional Intelligence, and as the voice of your executive it is imperative to both develop and hone skills that will enable emotional resilience within high stress situations and difficult scenarios. This workshop's morning skills focus will equip you to:

- Discover the ability to assess and measure Emotional Intelligence in both yourself and others
- Establish strategic ways to manage stress both personally and professionally to manage relationships effectively
- Understand different communication styles to best resolve conflict
- Gain the ability to respond to challenging situations and changing environments
- Determine how to stay in control of emotions during times of stress

Becoming a Leader: Being in control of your Career Path

Developing the ability to think like a leader is an extremely useful skill to accelerate your career development, particularly when the aptitude to remain calm under pressure, whilst being able to manage your increasing workload is both a requirement and expectation in your role. Implementing strategies that allow you to conquer overwhelming tasks and demonstrate professional excellence, will aid you to achieve advancement in your career. From attending this workshop, attendees will be able to gain clarity on their career journey and how to advance within their current roles. Tools and techniques learnt from your attendance will ensure you exercise ownership of the executive support role, whilst leading by example through the ability to become a recognised and effective leader within your office. Achieve professional excellence by:

- Prioritising tasks to effectively manage your workload
- Increasing personal presence within the executive office and exemplifying role model behaviour
- Developing strategies that will allow you to manage your work-life balance alongside an ever increasing work load
- Establishing a leadership mind-set that will accelerate your career development
- Creating strong professional relationships through gaining trust and credibility from others

Expert Facilitator:

Lisa Schafer Director and Principal Consultant
Schafer Group

Workshop Day Two

Keeping your composure: Strategies to develop resilience and overcome difficult scenarios

Along with managing broader stakeholder relations, tackling tough conversations and people can be one of the most challenging parts of an Executive Assistants job, and if not approached with the correct finesse, can impact both yours and your manager's reputation and ability to perform their duties. Having the capability to tackle awkward situations is often dependent on an individual's confidence and knowledge; knowing such scenarios will not just disappear means it is imperative to ensure practical strategies are utilised, in order to handle them both professionally and skilfully. Often, being the voice of your leader means being responsible for their actions and decisions, whilst ensuring personal behaviour and relationship building skills do not negatively influence the organisation. Day Two's afternoon skills focus will explore different ways to maintain rapport with stakeholders and negotiate arduous situations pivotal to navigating your way to a positive outcome, including:

- Identify how to empathise whilst remaining in control of a situation
- Increase confidence to broach sensitive topics
- Explore communication strategies to address difficult conversations
- Determine different personalities and the ability to approach these with finesse
- Develop the ability to build rapport and maintain relationships
- Examine how to initiate sensitive conversations and effectively raise concerns
- Ascertain how to maintain composure during times of confrontation through emotional resilience

You and Your Manager: Managing Up and Influencing with Integrity

With the daily grind under control, Executive Assistants are able to step up as active participants in a number of complex working relationships, and improving your ability to effectively manage up is imperative to enabling your manager's productivity. Ensuring management decisions are made in a timely manner and communicated correctly are central to the job. The key challenge that commonly arises is an inability for an EA to impose any formal authority and influence upon senior executives. By dealing with a number of different stakeholders, Executive Assistants have the ability to influence a number of people on a daily basis; however doing so with integrity is a different feat. Gaining trust, listening intently, responding quickly, persuading easily and feeling empathetically toward others are all ways to influence positively. Remaining authentic in nature when exercising such capabilities will ensure you remain an integral cog within the organisation and indispensable to your management team and peers. This workshop will explore:

- Building an authentic relationship with your manager
- Gaining full engagement from your executive during times of high pressure
- Recognising your own individual brand, whilst ensuring you advocate your organisations
- Remaining authentic when faced with making difficult decisions
- Understanding the traits of a holistic managers approach to leadership and how to implement such to your executive office
- Finding your own communication style to maximise your influence on key decisions

Expert Facilitator:

Zoe Herbert Routh Owner & Director
Inner Compass



TEAM BOOKINGS

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