

Workshops 2009

HALF DAY WORKSHOP 19 May 2009 | The Westin Melbourne

Managing Email

Using Email best practice to overcome information overload.

Workshop Program

Participants will understand how to get their message across in email with maximum clarity and impact. They will learn how to avoid common mistakes that lead to confusing messages and extra work, and how to minimise the overload they experience and create for others.

Your objectives

- When to use email and when not
- What messages suit email and when other tools are better
- Being a good e-citizen
- Reducing message overload and unnecessary work for others

Communicating effectively with email

- Formatting and titling for clarity and impact

E-time management

- Using inbox filtering to select only key messages

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The Organisational Zoo

How to work together more effectively.

The Program

The Organizational Zoo is an enjoyable way to understand behaviours, improve relationships and build the effectiveness of your team. Participants quickly identify with the Zoo characters and are drawn to interact with others to share humorous stories about their own

- workplace behaviours and relationships.
- Using the zoo metaphors to assess emotional impacts on decisions, develop professional responses and reduce office politics
 - Applying animal metaphor tools to manage team dynamics
 - How to have fun while

developing collaboration and trust in your organisation

Participants will receive their own copy of Arthur Shelley's book 'The Organisational Zoo'.

ONE DAY WORKSHOP 19 May 2009 | The Westin Melbourne

Project Management for Executive Assistants

How to successfully manage multiple priorities

Workshop program

What makes a project

- The key components
- How to set and meet your Executive's expectations
- Choosing the best approach – the tried and tested or new options?
- Understanding project management terminology

Stages of project management

- Recognise the stages of a project life cycle
- How to mesh each phase with project development

Keys to a successful project

- Tips for successful team meetings

- Applying good management principles to deliver on time and on budget
- Change management process

Project management documents

- Charter
- Scope document
- Project plan

Assembling the right project management team

- The key management roles
- The optimum number of people for the team
- Selecting the right team members

Budget

- Understand the differences between

- Internal and external costs
- Delivering on-time and on budget

Risk Management

- Identify the 3 levels of risk
- Contingency management
- Creating a project schedule
- Identify relationships between successors and predecessors
- Understand the differences between a milestone and a deliverable schedule

Project Evaluation

- Seven components to measure the success of a project
- The steps for project closure

Workshop Presenter

Dr John Gundry

International expert in remote working and the electronic workplace.

John is a member of the Information Overload Research Group and was co-author of the American Management Association course Managing Time in the Electronic Workplace. His views on email have been published in Beyond Computing, Ergonomics Reports Online and Harvard Management Update.



Program Timetable

Registration & Coffee
8.30am - 9.00am

Workshop Commences
9.00am

Morning Tea
10.30am - 10.45am

Lunch
(attendees at both workshops)
12.30pm - 1.00pm

Workshop Presenter

Arthur Shelley

Arthur Shelley is Director of Intelligent Answers, an independent knowledge strategy and capability consultancy. Prior to founding the consultancy Arthur spent 20 years in senior corporate management roles, including managing international projects, all of which has given him unique insights into what motivates people to collaborate. He is also the course coordinator for Knowledge Management at RMIT University MBA program and the author of The Organisational Zoo – a Survival Guide to Workplace Behaviour (2007).



Program Timetable

Workshop Commences
1.00pm

Afternoon Tea
3.00pm - 3.15pm

Finish
5.00pm



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8.30am - 9.00am

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10.30am - 10.45am

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3.00pm - 3.15pm

Finish
5.00pm

Breaks and lunch fully provided

Executive Secretaries' & Personal Assistants' Conference & Workshops 2009

CONFERENCE 18 MAY 2009

THE WESTIN MELBOURNE

205 Collins Street
Melbourne VIC 3000
Tel: (03) 9635 2222

WORKSHOPS 19 MAY 2009

Managing Email

The Organisational Zoo
Project Management for
Executive Assistants

THE WESTIN MELBOURNE

REGISTRATION FORM

Registration and
enquiries, please contact:

Jill Moor - P.I.C.S.
PO Box 1040
Hawthorn, Vic 3122
Tel: 03 9835 8900
Fax: 03 9835 8999

Register Online:
www.pics.com.au

In the event of unforeseen circumstances, PICS reserves the right to substitute other speakers or otherwise amend the program as necessary.

PERFORMANCE
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P I C S
www.pics.com.au

Conference Fee: The registration fee, including GST, is \$880 per attendee including lunches, refreshments and conference papers. For groups of three or more from the same organisation the fee is \$770 per attendee. Fees must be paid no later than one week prior to commencement of the program.

One Day Workshop Fee: The registration fee for the one-day workshop, including GST, is \$880. For groups of three or more from the same organisation the fee is \$770 per attendee.

Conference & One Day Workshop Fee: The registration fee, including GST, is \$1,540 per attendee including lunches and refreshments. There are no group concessions.

Half day workshop fees: The registration fee for each half day workshop including GST is \$495. For groups of three or more from the same organisation the fee is \$440.

Conference and half day workshop Fee: The registration fee, including GST is \$1,188. There is no group discount.

Conference and both half day workshops Fee: The registration fee, including GST, is \$1,562

Registration: Register online at www.pics.com.au or forward the completed registration form by fax, post or email to secure your place.

GST: A GST tax invoice will be issued by PICS.

Cancellations: Should you be unable to attend, a substitute attendee is always welcome. Alternatively, we will make full and prompt refund (less 20% administration fee) for cancellations received fourteen days prior to commencement of the program.

Accommodation: If accommodation is required it may be booked privately at the venue. A discount is available for delegates attending the Conference/Workshop. For reservations (03) 9635 2222

Executive Secretaries' & Personal Assistants' Conference & Workshops PICS ABN 15 062 943 766
Please complete and return with your cheque payable to PICS as soon as possible. Registration fees are payable in advance and include full documentation, lunch and refreshments One form per person. Photocopy if necessary.

Surname _____

First Name (for badge) _____

Position _____

Company Name _____

Address _____

City _____ Postcode _____

Tel () _____ Fax () _____

Email _____

I wish to attend:

- CONFERENCE\$880
- CONFERENCE DISCOUNT (three or more)\$770
- CONFERENCE & 1 DAY WORKSHOP\$1,540
- 1 DAY WORKSHOP\$880
- 1 DAY WORKSHOP DISCOUNT (three or more)\$770
- HALF DAY WORKSHOP\$495
- HALF DAY WORKSHOP DISCOUNT (three or more).....\$440
- CONFERENCE & HALF DAY WORKSHOP\$1,188
- CONFERENCE & BOTH HALF DAY WORKSHOPS\$1,562

Select Workshop:

- PROJECT MANAGEMENT FOR EA'S, (one day). MANAGING E-MAIL (half day) THE ORGANISATIONAL ZOO (half day)

PLEASE INVOICE OR CHARGE TO:

- VISA MASTERCARD AMEX DINERS

Account Number _____

Name (Please Print) _____ Expiry Date ____ | ____ | ____

Authorised Signature _____ Authorised Amount _____

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Conference 18 May 2009 | The Westin Melbourne

EA's and PA's are the connection between senior executives and the whole organisation. Understanding the bigger picture and working collaboratively with the management team is critical for professional success.

This conference brings together senior EA's, professionals and experts with presentations designed to impart managerial thinking to achieve professional excellence in our fast changing world.

Workshops 19 May 2009 | The Westin Melbourne

HALF DAY Managing Email

Workshop Leader: John Gundry –
International expert in remote working
and the electronic workplace.

HALF DAY The Organisational Zoo

Workshop Leader: Arthur Shelley –
author of The Organisational Zoo

ONE DAY Project Management for Executive Assistants

**Workshop Leader:
Jo Jenson** – Conference Chair



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The Melbourne Executive Secretaries' & Personal Assistants' Conference

Strictly Limited Numbers

Attendance is limited to 50
delegates to maximise the
learning and access to the
presenters during the breaks.

P I C S
www.pics.com.au

9.00am – 9.15am

Welcome and Introduction

Jo Jenson - Conference Chair

Opening Address Melbourne Excellence in Collaboration – The importance of maintaining relationships during tough times.

What can you rely on during times of crisis and calamity? Your relationships play a key role in maintaining a fruitful professional and personal environment. Sally Capp will share her insights to how the Committee for Melbourne draws upon building new relationships and strengthening existing ones to enhance the city's liveability and prosperity.

Speaker: Sally Capp

Sally Capp was appointed CEO of the Committee for Melbourne in August 2007. Sally commenced her professional life as a solicitor in commercial law, specialising in mergers and acquisitions. She has acted on a number of ASX-listed and public company boards and been a senior executive at ANZ Bank.

Sally's community involvements include being a Director of the Collingwood Football Club, Collingwood's first female director in 116-years. She is also a member of the Boards of the Victorian Australia Day Committee and People & Parks Foundation and a Trustee of the National Breast Cancer Foundation.



9.15am – 9.45 am

Helping your Boss to play by the corporate rules

Corporate governance has a critical place within all organisations as a repository of all those things which matter most - social responsibility, ethics, sustainability, commitment to values, compliance and the bottom line.

- Definition
- Everyone is responsible
- Corporate governance and whistleblowing

Speaker: Andrea McCall

Andrea's extensive career has included running her own consultancy business, working in global companies such as Guinness Overseas and British American Tobacco and as a Victorian Member of Parliament for the seat of Frankston.

Andrea currently lectures in human resources at Monash University and has designed a tertiary course on corporate governance.



9.45am – 10.30am

Negotiation Skills: being successful

You are in a negotiation whenever you ask for a salary increase, apply for a promotion, ask for extra time on a project or ask your teenager to be home from the party by a certain time. How successful you are depends on your negotiation skills.

There are seven key principles that will help you be a better negotiator - regardless of what you're negotiating.

This session will show you how to apply these keys to any negotiation situation - corporate or domestic - to help improve the outcomes for all parties.

Speaker: Adam Le Good

Adam Le Good is Director of Fundamental Training and Development Pty Ltd and has conducted a wide variety of management and personal development programs for both public and private sector organisations since 1988.

His knowledge of adult learning principles and group dynamics coupled with a humorous and theatrical presentation style ensures an enjoyable learning experience.

10.30am – 10.45am

Morning Tea



10.45am – 11.45am

Using Microsoft Project for successful projects

In today's dynamic workplace the busy EA is often called upon to supervise and even manage projects on behalf of their manager. Microsoft Project is a great software tool to assist in managing and controlling a project.

To gain the full benefits from Microsoft Project it is essential to have a sound understanding of its central features and to set up the basics properly. This presentation will show you how to successfully use the critical features of Microsoft Project.

- Set up a Microsoft Project file
- Develop a project schedule including relationships between dependent tasks and constraints
- Produce some of the Reports available within Microsoft Project
- Interpret Reports and other information contained within a Microsoft Project document

Speaker: Steve Treble

Steve is a nationally recognised trainer and consultant in IT and management technologies. He has participated in several nationwide rollouts involving multiple software and hardware platforms. Steven's approach is to build confidence in the software being used so practitioners become productive immediately, not relying on manuals or the "office expert".



11.45am - 12.30pm

Keynote Address: Being The Long Distance, Long Term PA

Being PA to the Chairman of a major Australian corporation which is part of a global conglomerate requires skills both hard and soft. Networking, building professional relationships with senior managers and managing cultural issues are all part of the game.

- Operating autonomously when the manager is absent
- Maintaining the credibility and stability of the office as management changes
- Ethics in the PA role
- Loyalty to the manager and the company.

Speaker: Ann Dougan

Ann Dougan joined the Shell Company of Australia as a secretary in 1980 and became secretary to the Executive Director Finance in 1984. In 1991 she was promoted as secretary to the Chairman of Shell Australia. Her high profile role includes liaison with internal and external stakeholders and with State and Federal Government Ministers.

Other responsibilities are arranging programs for visiting overseas executives and coordinating high-level meetings and conferences for Shell Australia and Shell International. This presentation will provide practical information, strategies and war stories for succeeding as a key professional in the greater corporate environment.

12.30pm – 1.45pm

Lunch



1.45pm – 2.30pm

Managing your professional image

The key to relating successfully to all the people you are dealing with internally and externally is developing and maintaining a strong professional image.

- Leveraging your contribution so that it is acknowledged
- Thinking on your feet and responding appropriately
- Taking responsibility and being accountable
- The importance of professional qualifications

This session explains how to thrive through workplace politics and successfully market yourself in the role of the professional EA.

Speaker: Marion Fox

Marion Fox has been conducting professional development programs for Executive Assistants for twenty years and is noted for imparting skills that resolve professional issues so that participants go away with new energy and motivation.



2.30pm – 3.15pm

Developing Professional Skills with E-learning and mobile learning

E-learning and mobile learning technologies continue to evolve as the modern approach to professional development.

This presentation is a journey around cyberspace to see what is out there. It will explore how you can best access and use these technologies to enhance your professional knowledge via computers, handheld devices and mobile phones.

Speaker: Caryl Oliver

Caryl Oliver is one of Australia's pre-eminent authorities on how technology is contributing to professional development opportunities. Her consultancy provides services to those who would like to embrace mobile and new technologies for learning, but who may not know where to start. She also advises industry, individuals and educators on the small steps that will help them better manage a world in which technology dominates.

Caryl is a world-class fencer and this year will again represent Australia at the Commonwealth Championships and World Championships.

3.15pm – 3.30pm

Afternoon Tea



3.30pm – 4.00pm

Those Professional Qualities CEO's and Managers seek in an EA / PA

CEO's and Managers expect outstanding professional skills from their EA's. A decade ago the role was thought to be diminishing, instead it has become a key position requiring up-to-date professional skills.

- The role of the EA/PA and how it has evolved in recent years
- Interviews with CEO's – what is it about their EA which makes them indispensable?
- Professional development and career progression for EA's
- Understanding the market and what it is doing within your space

Speaker: Helen Butler

Helen Butler commenced her professional career as a PA to Senior Partners in top and mid tier law firms. She then moved into the professional services industry, managing offices and people in a number of organisations. A move into the HR sector led to specialisation in Learning and Development and OH & S recruitment and eventually the establishment of her own HR company – Inspired People Solutions – where she consults to businesses on a range of people attraction and talent management issues.



4.00pm – 4.30pm

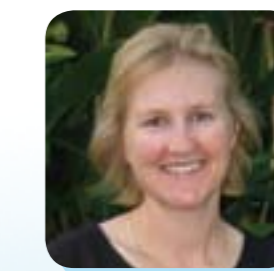
Work / Life Balance – more than just a background

What is work/life balance? Perhaps not having any is the first step to realising how important it is. Instead of being a policy that everyone ignores, this session will give you tips on how you can make some changes to the way you work, recuperate, refresh and reacquaint yourself with life outside of the office for a better professional life inside the office.

Speaker: Kath Lockett

Kath Lockett has had nearly twenty years experience working in the education, government (State and Federal) and private industry sector including being Executive Assistant to the Project Administrator in the Centre for Work + Life at the University of South Australia.

After realising that she had no work/life balance to speak of, she made amends, and then wrote about the options available in her book 'Work/Life Balance for Dummies' which was published in Australia in 2008 and the United Kingdom in 2009. Kath is currently a freelance writer and researcher and is lucky enough to also be a paid chocolate reviewer.



4.30pm – 5.00pm

Intercultural awareness – an essential professional skill

It may be the new CEO from overseas, staff members drawn from all corners of the globe, or even Australians with very different backgrounds from you. Whatever the intercultural situation, the professional EA seeks to understand and work effectively across cultural differences.

- Improve professionalism by building skills in intercultural relations
- Use observation and adaptation skills in an intercultural situation
- Diffuse the stress others may feel as a result of coming into your Australian workplace
- Become an intercultural resource for others in your workplace

Speaker: Barbara West

Barbara is a founding partner at Culture Works, an intercultural training firm that provides cultural adaptability training and coaching to business professionals from all sectors of the economy.

Prior to Culture Works, Barbara was Associate Professor of International Relations at the University of the Pacific.



5.00pm – 6.00pm

Networking Drinks