

# Executive Assistant Congress - Melbourne

*Empower, enable and inspire yourself to reach the top of your profession*

27 – 28 March 2019, Royce Hotel Melbourne

## Senior executive insights from:



**Jo Mithen,**  
Chief Executive Officer,  
Monash College



**Katrina Cheesewright,**  
EA Team Manager,  
EY



**Merryl Dooley,**  
Chief People Officer,  
Tabcorp

## Meet our expert speaking panel:



**Carissa Elliott,**  
Executive Assistant to the Chief Executive,  
Vicroads



**TJ Wong,**  
Executive Assistant to CEO,  
Monash College



**Rachael Bonetti,**  
Executive Assistant to CEO,  
Bupa



**Kaye Mercer,**  
Executive Assistant to CEO and Executive Team,  
Alumina Limited



**Narrelle Matthey-Aickin,**  
Executive Assistant to Chief Marketing Officer,  
ANZ



**Mina Italiano,**  
Executive Administration Manager Asia Pacific,  
Itron



**Tessa Curtain,**  
Executive Assistant to Chief Customer Officer,  
NAB



**Adele Selby,**  
Senior Personal Assistant/Paralegal,  
Lander & Rogers



**Jayne Romeril,**  
Executive Assistant to the Chief People Officer,  
Tabcorp



**Andrea Kaldi,**  
Business Operations Advisor,  
State Library Victoria



**Phyllis Vellu,**  
Executive Assistant to Dean and Deputy Dean,  
The University of Melbourne



**Mario Halouvas,**  
National Learning & Development Manager,  
Priority Management Australia



**Abilene Roscoe,**  
Executive Assistant to General Manager  
Corporate Services,  
VMIA



**Abby Rees,**  
Executive Coach and Director,  
PUNK PD



**Shannon Whelan,**  
Executive Assistant to CEO,  
LJ Hooker Home Loans



**Anneli Blundell,**  
Professional People Whisperer,  
AnneliBlundell.com



**Samantha Webb,**  
Executive Assistant to CEO,  
Beyondblue



**Ingrid Bayer,**  
Australia's Success Coach for EAs,  
VA Institute of Australia



**Sabina Vitacca,**  
Mindfulness Consultant,  
Meditate Now



**Caroline Cameron,**  
Master Coach and Director,  
Possibility to Reality



**Jo George,**  
Executive Assistant to CEO,  
Whitehorse City Council



**Ann-Marie Davis,**  
Executive Assistant to DCEO Strategy  
Development & CRO,  
NDIS

## Gain excellent insights on:

- Managing multiple priorities and conflicting demands
- Exploring tips and shortcuts to email and time management
- Establishing the foundation for powerful and effective communication
- Leading without positional authority
- Effectively handling stress and striking a good work-life balance

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# Executive Assistant Cong

## Conference Day One - Wednesday 27<sup>th</sup> March

8.30 **Registration**

9.00 **Opening remarks from the chair**

9.10 **Delegation and authority – Changing people's perceptions of executive assistants**

- Dealing with the label of "you are just an EA"
- Gaining support from your executive on delegation of authority
- Improving confidence when working with other executives on behalf of your boss
- Stretching your comfort zone to expand your role and take more responsibilities
- Getting involved in organisational events

**Narrelle Matthey-Aickin**, Executive Assistant to Chief Marketing Officer, **ANZ**

9.55 **Panel Discussion:**

**Managing multiple priorities and conflicting demands**

- Determining top priorities and balancing priorities
- Responding to unexpected change in schedules
- Planning ahead and giving enough notice
- Negotiating and acting on behalf of your executives

**Kaye Mercer**, Executive Assistant to CEO and Executive Team, **Alumina Limited**

**TJ Wong**, Executive Assistant to CEO, **Monash College**

**Ann-Marie Davis**, Executive Assistant to DCEO Strategy Development & CRO, **NDIS**

**Abilene Roscoe**, Executive Assistant to General Manager Corporate Services, **VMIA**

10.40 **Morning Coffee**

11.10 **Establishing the foundation for powerful and effective communication**

*Working with any measure of success involves a commitment to communicating in a manner that works effectively for ourselves, our colleagues and key stakeholders*

- Learn about the 5 key pillars that drive the foundation for communication excellence
- Understand the 4 key communication styles or languages
- Exerting authority through communication excellence
- Enhancing professional presence when communicating

**Ingrid Bayer**, Australia's Success Coach for EAs, **VA Institute of Australia**

11.55 **Panel Discussion:**

**Building a strategic partnership with your executive and collaborative relationships with other officers in your organisation**

- Understanding how your organisation works
- Building trusted working relationships with other executives and colleagues
- Applying the art of saying "no" when necessary

**Carissa Elliott**, Executive Assistant to the Chief Executive, **Vicroads**

**Jo George**, Executive Assistant to CEO, **Whitehorse City Council**

**Tessa Curtain**, Executive Assistant to Chief Customer Officer, **NAB**

**Mina Italiano**, Executive Administration Manager Asia Pacific, **Itron**

12.40 **Lunch**

13.40 **Harness the Power of Change – how to go from surviving to thriving**

- Fresh ways to look at change - master your mental game
- Unlock the hidden benefits - be shamelessly opportunistic
- Ride the wave - navigate uncertainty and relentlessness
- Discover YOUR power - use your influence to strengthen your tribe

**Caroline Cameron**, Master Coach and Director, **Possibility to Reality**

14.25 **Panel Discussion:**

**Creating your roadmap for career progression and development**

- Looking for career options outside of EA role - where to from here?
- Creating a development plan and building skill sets
- Discussing the professional EA career path
- Discovering skill sets needed to move within the public sector

**Samantha Webb**, Executive Assistant to CEO, **Beyondblue**

**Shannon Whelan**, Executive Assistant to CEO, **LJ Hooker Home Loans**

**Andrea Kaldi**, Business Operations Advisor, **State Library Victoria**

15.05 **Afternoon Tea**

15.35 **Managing stress for better work-life balance using mindfulness techniques**

- Understanding the causes and triggers of stress
- Making plans and organising ahead to cope with daily pressure effectively
- Striking a balance between work, life, relationship and relaxation

**Sabina Vitacca**, Mindfulness Consultant, **Meditate Now**

16.20 **Making the most of networking opportunities**

- Understanding the business case for effective networking

# gress 27 - 28 March 2019, Melbourne

- What are the social networking opportunities I should go to?
  - Engaging with EAs inside and outside your organisation
  - Tips and advice for networking
  - Using networking to your professional advantage
- Phyllis Vellu**, Executive Assistant to Dean and Deputy Dean, **The University of Melbourne**

17.00 **Closing remarks from the chair and end of Conference Day One**

17.10 **Networking drinks – Take advantage of this exciting opportunity to put your newly learned networking skills to practice**

*While efficiency refers to how well something is done, effectiveness refers to how useful something is. In the forever busy role of an assistant, Mario gives you some very practical tips on how to achieve a balance of both, to be more productive.*

- Learn the difference between efficient and effective
- Identify strategies that will enable you to get your work done and be more productive
- Plot your work on a matrix to allow you to better prioritise
- Implement an effective decision making process
- Define questions and strategies to allow for greater efficiency

**Mario Halouvas**, National Learning & Development Manager, **Priority Management Australia**

12.10 **Panel Discussion:**

**Creating and supporting mentoring programs and EA networks**

- Building effective mentor and mentee programs
- Identifying specific areas requiring development
- Building a constructive mentor mentee relationship for mutual benefit
- Establishing an EA networking group and a mentoring program in your organisation

**Rachael Bonetti**, Executive Assistant to CEO, **Bupa**  
**Jayne Romeril**, Executive Assistant to the Chief People Officer, **Tabcorp**

**Adele Selby**, Senior Personal Assistant/Paralegal, **Lander & Rogers**

12.50 **Lunch**

13.50 **Behavioural awareness – how to maximise your relationships (and ensure other people annoy you less!)**

- Understand how to enjoy and appreciate other people more without wasting energy on being annoyed, frustrated or bothered
- Learn how we perceive different behaviours
- Explore how we communicate and 'vibe' off each other
- Respect individual differences and improve interpersonal effectiveness at workplace

**Abby Rees**, Executive Coach and Director, **PUNK PD**

14.35 **The leadership lens: Leading without positional authority**

- Why working with diverse, difficult or different people fast tracks careers and results
- How we unconsciously bring out the worst in people and why
- How to boost your influence by changing your mind
- Why the power of perspective is the best tool for building strong relationships

**Anneli Blundell**, Professional People Whisperer, **AnneliBlundell.com**

15.35 **Closing remarks from the chair and end of conference**

## Conference Day Two - Thursday 28th March

9.00 **Opening Remarks from the chair**

9.10 **Executives Panel:**

**Advice from the top – what are your senior executives expecting?**

- Building a strategic partnership with executives
- Setting and managing expectations
- Discovering the skills that executives value the most in the executive assistant profession
- Using effective communication to give and receive feedback

**Jo Mithen**, Chief Executive Officer, **Monash College**

**Merryl Dooley**, Chief People Officer, **Tabcorp**

**Katrina Cheesewright**, EA Team Manager Melbourne, **EY**

9.55 **Improve self-confidence and shine in your EA career**

- The evolution of the EA role
- Maintaining a positive attitude - the art of communicating with professionalism and confidence
- How to identify and develop the areas of interest to you to grow your skills and networks
- Stepping out of your comfort zone – the art of saying Yes to the right things!
- Remembering the 'Big Picture'

**Samantha Webb**, Executive Assistant to CEO, **Beyondblue**

10.40 **Morning Tea**

11.10 **Are you Efficient or Effective?**

*You often hear these terms being thrown around, but what do they really mean?*

*Are efficient people more productive because they get more work done? Or should you be more focused on being effective?*

## Post Conference Workshops: Friday 29<sup>th</sup> March 2019

### 9am-12pm | Workshop A:

#### Unleashing the Power of Outlook to be more productive!

This workshop has been specifically customised to target the workload and challenges faced by an EA's/PA's daily. You will unlock the true power of Outlook as an organisational and communications tool as well as find more efficient ways to conduct your work and fine tune your processes that you use with your Executive. Mario will share some brilliant tips and shortcuts to make your life more efficient as well as share processes that you can use directly with your Executive to free up more of their time.

After completing this workshop, you will be able to:

- Manage your workload more efficiently and effectively
- Sharpen your Outlook skill set to gain increased productivity and enhance your on-the-job performance
- Know exactly what to do next and deal with competing priorities
- Become more Pro-Active less Re-Active
- Focus on the important whilst managing distractions better
- Manage your inbox and your Executive's inbox more effectively
- Streamline your communication process between you and your Executive

#### About your workshop leader:



#### Mario Halouvas,

National Learning & Development Manager,  
Priority Management Australia

With over 15 years' experience as a Facilitator and Executive Coach, Mario combines his extensive corporate and performance experience to build quick and lasting rapport with the people he trains.

Mario Halouvas is the National Learning and Development Manager for Priority Management Australia, and is known for his high energy levels of training and intuitive insight which enables him to coach participants and take them to levels they didn't perceive as being achievable.

### 1pm-4pm | Workshop B:

#### Building effective interpersonal skills for working with diverse personalities and thinking styles

The most common issues that people report experiencing in the workplace are not those related to their actual job tasks. In fact, the highest number of issues reported actually relates to interpersonal issues that arise when working with other people! The quality of our relationships at work strongly correlates to our job satisfaction and overall wellbeing. That said, the opposite is also true. When we experience stressful interpersonal relationships at work, the impacts can be deep and long lasting, affecting our health, confidence and state of mind. Cultivating the skills to work with diverse personalities in emotionally intelligent ways is crucial for personal and career success. This workshop expands on the models presented by Abby in her presentation and provides a practical exploration of skills suitable for a wide range of personal and workplace situations.

Understand your own thinking typology:

- Recognise and adapt to others' thinking styles to enhance communication
- Identify the behavioural ramifications of microaggressions, perceptions and unconscious bias in the workplace, including those related to gender, appearance, age, hierarchy and perceived status
- Explore effective strategies to respond to microaggressions and people with diverse personalities
- Identify the personal blockers we can experience when faced potential confrontation

#### About your workshop leader:



#### Abby Rees,

Executive Coach and Director,  
PUNK PD

Abby Rees a self-confessed 'education junkie'; University Lecturer; Education and Empowerment Writer; Behaviour, Change and Emotional Intelligence Specialist; Executive Meta-Coach; and artistic thinker. Abby's motto is 'energy, excellence and tenacity' and she embodies those traits in all that she does.

With approaching twenty years in the behaviour change industry, Abby has extensive experience across a range of industry groups, community organisations and government sectors, including Local, State and Federal. Abby's field of expertise includes creating dynamic designs for education and change, emotional intelligence, effective communications, relationship management, conscious leadership and critical reasoning and strategic thinking.

## 10 REASONS why you cannot afford to miss this conference!

- |  |  |
|--|--|
| 1. Seize this incredible learning opportunity for personal development to reach the top of your profession.            | 6. Hear from experienced EAs and discover different ways of balancing priorities.                          |
| 2. Apply practical productivity tips and shortcuts to be more efficient and effective at work.                         | 7. Learn how to take care of both your physical and mental well-being without being overwhelmed by stress. |
| 3. Learn to build strategic partnership with your executive and collaborative relationships with your work colleagues. | 8. Prepare yourself to adapt and thrive in the constant changing workplace.                                |
| 4. Boost your influence at work and communicate with confidence.   | 9. Create your own roadmap for career development and progression.   |
| 5. Gain exclusive insights with our expert panel of senior executives on their expectations and advice for EAs.        | 10. Take advantage of this networking chance to make genuine and useful connections with fellow EAs.       |

### SPONSORSHIP OPPORTUNITIES

This **Executive Assistant Congress** will bring together executive assistants, personal assistants, secretary and administrative and support professionals from both public and private sectors. This congress will deliver a unique opportunity for you to position your business with this audience.


To ensure you have a prominent place at this unique event, and stand out from all the other competitors, contact our sponsorship team now on **02 8003 4588** or email [sponsorship@intrepidminds.com.au](mailto:sponsorship@intrepidminds.com.au) who will be happy to tailor a package to meet your needs.


### Some of the outstanding feedback we received from our recent events includes:


- "Best EA conference I've been to!"  
- **Lynda Beaumont**, Executive Assistant, **NDIA**
- "It's been so interesting to hear from other EAs and Executives. I've learned so much and really enjoyed meeting and networking with other EAs"  
- **Maddie Fenn**, Executive Assistant, **Sydney Opera House**
- "It was filled with tips and ideas to improve my effectiveness in my role and as an asset in the organisation I work with. I think I will be a better EA to my executive due to my attendance at this conference."  
- **Diana Plenderleith**, Executive Assistant, **Court Services VIC**
- "Topics were very valuable. I met some great colleagues and I got a mentee, which I am really looking forward to assisting! Great job!"  
- **Jen Sharrock**, Executive Assistant, **Coca-cola Amatil**
- "There was a huge variety of content which I really enjoyed! I found some really helpful tips and learnt a lot. Definitely will return next year."  
- **Tegan Sloan**, Executive Assistant, **Department of Veterans' Affairs**


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Email: [info@roycehotel.com.au](mailto:info@roycehotel.com.au)

## TRAVEL & ACCOMMODATION

We have negotiated a special room rate for attendees of the Annual Executive Assistant Congress. Please contact Intrepid Minds for further information.

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## TERMS AND CONDITIONS

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2. Course documentation will be made available for any delegate who is unable to attend and has paid in full.
3. A full refund is available for those who cancel in writing (letter, fax or email) 2 weeks prior to the event less \$400 (inc GST) service charge. Unfortunately no refunds will be given 15 days before the event.
4. Full refunds will be given to registered delegates for any event cancelled by Intrepid Minds Pty Ltd.
5. Intrepid Minds reserves the right to alter the program including the substitution or cancellation of speakers and topics, and the alteration of the date and / or venue.

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<input type="checkbox"/> 2 day conference + both workshops	\$2,195	\$219.50	\$2,414.50	\$2,395	\$239.50	\$2,634.50	\$2,595	\$259.50	\$2,854.50	\$2,795	\$279.50	\$3,074.50	
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