

Executive Assistants Masterclass

Presented by Marion Fox



An intensive development day for
the experienced executive assistant.

How to become an effective leader,
communicator, team-builder and coach.

- > communicate effectively to avoid conflict
- > manage your profile within the organisation
- > think strategically to meet internal and external needs
- > coaching skills to multiply your productivity and the performance of others
- > managing your manager.

All participants will receive a
certificate of accomplishment.

Strictly Limited Numbers

WORKSHOP DATES:

Melbourne
26 March 2012

Sydney
4 June 2012

Brisbane
18 June 2012

PERFORMANCE
IMPROVEMENT
CONFERENCES &
SEMINARS

P i C S
www.pics.com.au

Executive Assistants Masterclass

Methodology

Active participation by all group members to maximise the benefits of sharing mutually helpful hints and experiences.

- > Small group discussions
- > Case study work
- > Problem-solving real work issues
- > Individual action plan
- > Comprehensive reference materials to take away with you.

The course is suited to:

- > executive assistants and senior secretaries working with CEOs, Managing Directors, Directors, General Managers, Partners, Executive Teams;
- > any executive assistant wishing to improve professional skills and communication within the management team

Workshop Program

Session 1

The Role of the EA within the Team

- Planning, co-ordinating, organising, leading, coaching, introducing change.

Session 2

Leadership

- Characteristics of effective leadership
- Style of leadership based on the situation, maturity and experience of the individual
- Discussion about leadership issues at work.

Session 3

Teamwork

- How and why teams work well together
- Phases of team development
- Team building / team maintenance skills.

Session 4

Goal Setting with the Team

- Key responsibilities
- Performance standards
- Task allocation.

Session 5

Performance Management

- Planning for performance review and development
- Managing the discussion
- Negotiating
- Working towards the future.

Session 6

Your profile as a Manager and Team Leader

- How to build your profile
- Strategies for meeting and exceeding expectations
- Influencing skills.

Session 7

Summary, Action Plan, Evaluation

Program Timetable

Registration & Coffee

8.30 - 9.00 am

Morning Tea

10.30 - 10.45 am

Lunch

12.30 - 1.30 pm

Afternoon Tea

3.00 - 3.15 pm

Finish

5.00 pm

Breaks and lunch fully provided

In-House

Enquiries for conducting the Executive Assistants Masterclass in-house to Jill Moor at PICS - 03 9835 8900

Workshop numbers are limited to 20 to permit meaningful group interaction and to allow Marion to give personal attention to the individual needs of participants.

Marion Fox has been conducting training and development programs for the past 20 years in both the public and private sectors in Australia and overseas.

Her impressive list of clients include major national and global corporations and public sector organisations at all levels of government.

Marion has designed this course for experienced executive assistants wishing to build upon their already considerable professional skills. It will provide a framework for ongoing professional development and performance excellence.

Marion's workshops are based on practical experience, sound adult learning principles and relevant skills and knowledge.

Qualifications

- Bachelor Behavioural Sciences
- Post Grad. Dip. Applied Psychology
- Certificate IV in Workplace Training and Assessment 2007



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VENUES

MELBOURNE

26 March 2012
 THE SEBEL MELBOURNE
 394 Collins Street
 Melbourne Vic 3000
 Tel: (03) 9211 6600

SYDNEY

4 June 2012
 QUAY WEST SYDNEY
 98 Gloucester Street
 The Rocks, Sydney 2000
 Tel: (02) 9240 6000

BRISBANE

18 June 2012
 MERCURE BRISBANE
 85-87 North Quay
 Brisbane QLD 4000
 Tel: (07) 3236 3300

Registration and enquiries, please contact:

Jill Moor - P.I.C.S.
PO Box 1040
Hawthorn, Vic 3122
T: 03 9835 8900
F: 03 9835 8999
E: registrations@pics.com.au

Register Online:
www.pics.com.au

P E R F O R M A N C E
I M P R O V E M E N T
C O N F E R E N C E S &
S E M I N A R S



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

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

GST: Fees quoted include 10% GST. Registered entities will be able to claim an input tax credit for GST charges on taxable supplies made by PICS. It is the responsibility of those entities to assess their eligibility for any such tax credit.

Payment: On receipt of your registration a GST invoice will be issued by PICS. Payment may be made by cheque payable to PICS, credit card, or electronic transfer.

Cancellations: Should you be unable to attend, a substitute attendee is always welcome at no extra charge. Alternatively, we will make full and prompt refund for cancellations received fourteen days prior to commencement of the workshop less a 20% administration fee.

Accommodation: If accommodation is required it may be booked privately at the conference hotel. Ask for the conference discount.

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|-----------|---------------------|----------------|
| MELBOURNE | The Sebel Melbourne | (03) 9211 6600 |
| SYDNEY | Quay West Sydney | (02) 9240 6000 |
| BRISBANE | Mercure Brisbane | (07) 3236 3300 |

REGISTRATION FORM

PICS ABN: 15 062 943 766

One form per person.
 Photocopy if necessary.

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Please complete and return with your payment to PICS as soon as possible. Registration Fees are payable in advance.

Surname _____

First Name (for badge) _____

Position _____

Company Name _____

Address _____

City _____ Postcode _____

Tel () _____ Fax () _____

Email _____

I wish to attend: MELBOURNE SYDNEY BRISBANE

CHEQUES PAYABLE TO P.I.C.S. OR CHARGE TO:

VISA MASTERCARD AMEX DINERS

Account Number _____

Name (Please Print) _____ Expiry Date _____

Authorised Signature _____ Authorised Amount _____

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

PICS is 100% Australian owned and managed