

# The EA of the future and how you can be one

## 2017 EAN Canberra Conference Program

Exploring where you can have the greatest influence and impact for the success of your business and your executive

## 11th Anniversary

of the Most Highly-Acclaimed Forum  
for EAs and PAs in Australia

25-26 July QT Canberra

**A speaker line-up unlike any  
seen before in Australia**

## Program Highlights include

- 15** Senior Corporate Executives
- 11** Senior Corporate EAs and PAs
- 6** Influential Consultants,  
Coaches & Trainers

Join Australia's leading EAs who will leave this event with tangible solutions to guarantee their career success



# The EA of the Future – and how you can be one **QT Canberra / Canberra 2017**

**I really struggled to think of a way to sum up the EA Conference, because there was so many great aspects so I thought I would sum my thoughts up with one statement; An awesome experience and essential professional development opportunity for any PA/EA!!!!**

**Emma Kable,**  
Housing Plus

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## Dear Colleague,

Bringing together a host of the most powerful and original speakers, thought leaders, corporate visionaries and business managers in Australia, this insightful, thought provoking and inspirational conference will show you how to not just survive the future, but grow in your role as a newly imagined and understood office management professional. A true partner in business with your executive. A powerful and effective manager of your executive's office.

Featuring a conference program and speaker line-up for EAs unlike any seen before in Australia, over two incredible days, immerse yourself in your career and personal development and enhance your skills, knowledge and competencies in ways you can't imagine, ensuring you can return to your office and join your executive in leading effective and efficient growth and management.

The EA role now extends far beyond the areas it has been traditionally known for. Your influence and impact now resides in your ability to manage executive energy, focus, mind-set and priorities. Are you ready for the challenge?

**NATASHA CANNON**  
Joint Managing Director  
Executive Assistant Network

# 13

## Compelling Reasons to Attend

- Celebrate a role that is evolving with new purpose and meaning
- Identify the skills and knowledge needed to expand your role and your business influence in the coming years
- Move far beyond the task and duties based perceptions of your current role
- Learn how to best evolve your role in managing executive focus, energy and mind-set
- From the cornerstone of trust, to unified brand, identify the secrets to a great working partnership
- Connector, facilitator, unifier – your expanding role beyond the confines of the executive office
- Influencer, leader, promoter – why your expanding role also requires a less passive presence
- Protecting your executive from both self and others, your role as defender and guardian when needed
- Learn why rumours of your imminent extinction are not just premature but wrong
- Future proof your career with enhanced awareness and understanding of the attributes of your role that matter most
- Learn how to play a bigger game and take a lead within your own life and business
- Discover how your role and influence can make a difference within corporate culture & team dynamics, personal brand, persuasion and influence, networking, corporate innovation, project management and corporate strategy
- And finally... BE moved to unlock your full potential and be the person you truly want to be

## Senior corporate and government executives

confirmed as participating at this event include:

### **David Fricker**

Director-General, National Archives of Australia

### **David W. Kalisch**

Australian Statistician, Australian Bureau of Statistics

### **Harriet Elvin**

Chief Executive Officer, Cultural Facilities Corporation

### **Lynette Pinder CPA, GAICD**

ACT Division Manager, Australian Institute of Company Directors

### **Thomas Dougherty**

Executive Director, U.S. Ambassador (ret.), Australian-American Fulbright Commission

### **Alastair MacGibbon**

Special Adviser to the Prime Minister on Cyber Security, Department of the Prime Minister and Cabinet

### **Tammy Ven Dange**

Chief Executive Officer, RSPCA ACT

### **Caroline Walsh**

Group Manager, APS Reform Group

### **Anna Pino**

Chief Operating Officer and Owner/Director, Lighthouse Business Innovation Centre

### **Kate Prior**

Managing Director, Author, face2face Recruitment

### **Dr Maxine Cooper**

Auditor-General, ACT Audit Office

### **Cassandra Webeck**

Chief Operating Officer, Universities Australia

### **Jonathan McIlroy**

Joint Managing Director, Executive Assistant Network

### **Robert Taylor**

Corporate Accounts Manager, Executive Assistant Network

**For program or registration enquiries**

CALL 61 2 8402 5000 or VISIT [ExecutiveAssistant.com](http://ExecutiveAssistant.com)

## Senior EAs and PAs confirmed as participating at this event include:

### Lara Murray

Executive Assistant to Alastair MacGibbon, Special Adviser to the Prime Minister on Cyber Security, Department of the Prime Minister and Cabinet

### Jacqueline Bunt

Executive Assistant to the CEO/Communications & Media Officer, RSPCA ACT

### Lynda Schmedding

Executive Assistant to Ian Robinson, Deputy Secretary, Department of Communications and the Arts

### Christopher Carmichael

Executive Assistant and Managing Partner Support, PricewaterhouseCoopers Canberra

### Brittany Whitworth

Executive Assistant to the Dean & General Manager, ANU College of Asia & the Pacific

### Alyssa Broomby

Executive Assistant, Australian Public Service Commission

### Roberta Angenent

Project Manager, Department of Social Services

### Geraldine Rossiter

Executive Assistant to Chief Executive Officer, Canberra Southern Cross Club

### Leanne Grimmitt

Executive Assistant to Jonathan Palmer, Deputy Australian Statistician, Australian Bureau of Statistics

### Jackie Mbonzi

Executive Assistant to Director, ACT Government, Community Participation Group

## Coaches, Trainers and Consultants confirmed as participating at this event include:

confirmed as participating at this event include:

### Rowdy McLean

International Keynote Speaker

### Nils Vesik

International Keynote Speaker

### Jen Harwood

International Keynote Speaker

### Afterburner Australia

Unique - High Energy - Customised

### Jane Anderson

International Keynote Speaker

### Nikki Fogden-Moore

aka The Mojo Maker | Speaker, Author & Global CEO High Performance Coach

### Fiona Craig

International Keynote Speaker

### Amanda Breen

International Keynote Speaker

## Platinum Sponsor



### QBT

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## Gold Sponsors



### AVISUAL PRODUCTIONS

AVisual Productions began their business in 2008, vowing to become a leader in the audiovisual industry. To accomplish this, they deliver superior audiovisual services, technology, and coordination. In addition, they know it is not enough to simply sell goods and services to their clients. AVisual Productions' team is as equally versed in customer service issues as it is in audiovisual services. To achieve this, they implement four key service oriented components: value, performance, reliability and innovation. This combination of customer service, audiovisual equipment and dedicated teamwork are the cornerstones on which AVisual Productions company was founded. Today, four decades later, those core values are what separate them from the rest of their industry.



### QT, CANBERRA

QT Canberra is located within walking distance of Canberra's CBD and in the heart of New Acton Cultural Precinct. New Acton is Canberra's cultural and design focused precinct incorporating edgy new restaurants and bars, landscaped gardens, art, retail, residential and commercial spaces all linked by an inspired vision. QT Canberra has had extensive experience in delivering exceptional events. With the largest hotel conferencing facilities in the region, QT Canberra sets the benchmark for conferencing and events and delivers electric, award winning Food and Beverage experiences.



# The EA of the Future –

and how you can be one **QT Canberra / Canberra 2017**

## Program at a glance

### Day 1

Tues 25th July

**7.45am Registration Opens**

**8.30am Chairperson's Day One Opening Remarks**

**8.35am Celebrating the Role of the Executive Office Manager of the Future**

**9.00am Keynote Address**

Play a Bigger Game - how to achieve more, be more, do more and have more than you ever thought possible

**9.30am Executive Panel Discussion**

Examining a new paradigm – The EA's role in managing executive Energy, Focus and State of Mind

**10.30am Morning Coffee**

**11.00am EA & Executive Panel Discussion**

How far should you go in directing executive activities, relative to their priorities?

**12.00pm Keynote Address**

Leading from behind – applying the 'Greatness Principle' to the role of EAs and PAs

**12.45pm Lunch**

**2.00pm Keynote Address**

Anthropology keynote: Playing a Bigger Game for cultural excellence – Creating an amazing culture – The critical elements of cultural dynamics

**2.30pm Keynote Address**

How to Captivate – Managing the balance Between Your Personal Brand, Productivity and Influence

**3.15pm Afternoon Tea**

**3.45pm EA Panel Discussion & Workshop**

Protector, Guardian & Gatekeeper – deciding on the right hat for each occasion

**4.45pm Keynote Address**

Don't just be the most connected person, be the best networked person

**5.30pm Close of day one and cocktail reception**

**7.00pm Dinner**

### Day 2

Wed 26th July

**8.25am Chairperson's Day Two Opening Remarks**

**8.30am Keynote Address**

Flawless execution – learn what fighter pilots do to ensure they get it right 100% of the time

**9.15am Keynote Address**

Life's a Pitch - Communicating & Selling your Ideas

**10.00am Keynote Address**

Unthinkable – changing how we think at the executive level in order to achieve incredible success

**10.45am Morning Coffee**

**11.15am Executive Panel Discussion**

From trust to brand – what are the key elements of an amazing and strong partnership

**12.15pm Lunch**

**1.30pm Keynote Address**

Critical conversations keynote: Playing a bigger game through critical conversations - Creating conversations that matter

**2.15pm Keynote Address**

Corporate Strategy and Project Management – are these the two most important business disciplines for EAs to master?

**3.00pm Afternoon Tea**

**3.30pm EA Panel Discussion & Workshop**

What does it take to future proof your career?

**4.30pm Closing Keynote**

Level Up: Finding your fitpreneur

**5.15pm Close of Conference**

## Day 1 July 25th

### 7.45am Registration Opens

### 8.30am Chairperson's Day One Opening Remarks

### 8.35am Celebrating the Role of the Executive Office Manager of the Future

The role of the EA has been evolving for the past couple of decades, but it is about to hit its zenith, in a newly positioned, and newly understood way. Constant evaluation of the immense value EAs and PAs can bring to their executives is delivering understanding within organisations that was previously missing. In this session, we will set the framework for the 2 day congress and focus on:

- The EA as a true partner in business with their executive
- Managing the office of your executive
- What it means to enable your executive to function at their highest thought levels and modes of productivity
- Directing executive priorities to ensure they maintain peak focus and peak productivity
- Your enabling role as connector and facilitator and your protection role as guardian and even gatekeeper

**Jonathan McIlroy**, Joint Managing Director, Executive Assistant Network

### 9.00am Keynote Address Play a Bigger Game - how to achieve more, be more, do more and have more than you ever thought possible

Our lives are full of choices. Every day we are required to choose how we will act, respond, direct, do or be. You can choose to live an ordinary life, or one less ordinary, one that is remarkable. You can choose whether you want to live a normal life, by the ideas or rules of others, or rather, one where you chose to play a bigger game. In this sensational keynote address, one of Australia's most loved keynote speakers will show you how you can chose to live the life, both personal and corporate, that will guarantee your success and make you the kind of asset for your executive and business that they are really looking for.

**Rowdy McLean**  
International Keynote Speaker

### 09.30am Executive Panel Discussion Examining a new paradigm – The EA's role in managing executive Energy, Focus and State of Mind

Moving beyond the everyday tasks your role has been known for, the corporate world is waking to the idea that EAs do so much more, and that the myriad of intangible things you do every day add significant benefits to your executives and businesses that weren't previously understood. At a basic level, your role is to ensure your executive is as effective and productive as they can be. A part of that means you have to manage your executive's energy, focus and mind-set. In this panel our group of senior executives will examine what that means in reality and how it benefits them.

- A new understanding of what it takes to work in partnership alongside your executive
- Dealing with modern corporate life, a world of distractions, competing priorities and competing interests
- What it means to achieve focus, and peak mental flow, among the chaos
- Handling, redirecting or delaying the issues, enquiries or demands that aren't immediately pressing
- How the role of protector and guardian for the executive fits into this, including protection from self and others

**Moderator**  
**Robert Taylor**, Corporate Accounts Manager, Executive Assistant Academy

**Harriet Elvin**, Chief Executive Officer, Cultural Facilities Corporation

**David Fricker**, Director-General, National Archives of Australia

**David W. Kalisch**, Australian Statistician, Australian Bureau of Statistics

**Thomas Dougherty**, Executive Director, U.S. Ambassador (ret.), Australian-American Fulbright Commission

**Lynette Pinder CPA, GAICD, ACT**  
Division Manager, Australian Institute of Company Directors

### 10.30am Morning Coffee

### 11.00am EA & Executive Panel Discussion How far should you go in directing executive activities, relative to their priorities?

From reactive and directed, today's EAs need to be proactive and directing, directing executive focus and therefore priorities to ensure that the executive, and EA, are aligned and achieving what they need. But how far should this extend in managing the office of the executive and, by extension, directing the flow of information and access to the office and executive, as well as constantly evaluating ever changing priorities? How far should the relationship go in allowing the EA to take the primary role in directing 'what's next' for the executive to focus on?

- Trust and belief – why you can't manage priorities and focus without these
- Competing priorities and competing interests – how do you gain sufficient knowledge to make a judgement call?
- Everyday tasks and priorities that EAs should definitely direct
- Setting boundaries and knowing when to pass the call to the executive
- The art of delegating and redirecting – how to save both of your time from those enquiries, issues or interests that should make neither of your priority lists

**Moderator**  
**Robert Taylor**, Corporate Accounts Manager, Executive Assistant Academy

**Alastair MacGibbon** Special Adviser to the Prime Minister on Cyber Security, Department of the Prime Minister and Cabinet

**Tammy Ven Dange**, Chief Executive Officer, RSPCA ACT

**Lara Murray**, Executive Assistant to Alastair MacGibbon, Special Adviser to the Prime Minister on Cyber Security, Department of the Prime Minister and Cabinet

**Jacqueline Bunt**, Executive Assistant to the CEO/Communications & Media Officer, RSPCA ACT

### 12.00pm Keynote Address Leading from behind – applying the 'Greatness Principle' to the role of EAs and PAs

Many executives are great at leading from the front, but what is less well understood, is your role within your partnership in leading from behind. In accepting your role as protector and guardian at times, as advocate and promoter at others, you need to have the ability to create the support around your executive that can make a difference. You need to be the glue in the team sometimes, at others the agitator, or even the fly in the ointment. It's a tough role and one that you can't do entirely on your own. So you need to ensure that in supporting your executive, you also help to build the right support network around your partnership that can guarantee your success as a team.

### Day 1 July 25th

- Understanding why no one ever became great and stayed great all by themselves
- The 'great 8' in support – what it takes to have a strong support network
- Examining how you can apply these simple support principles to your role as an EA
- Taking the 'Greatness Principle' to the next level and learning how to lead from behind
- How to make sure your executive stands strong in their life and work and doesn't lean on you for absolutely everything!

Jen Harwood  
International Keynote Speaker

#### 12.45pm Lunch

#### 2.00pm Keynote Address

##### Anthropology keynote: Playing a Bigger Game for cultural excellence – Creating an amazing culture – The critical elements of cultural dynamics

Every organisation has a culture, whether they actively cultivate it or not. In the modern business era more and more companies are turning to ancient tribal cultures to understand how to develop sustainable success. Every successful culture is built on the back of 7 key aspects. This keynote explores these elements, what they mean and how to create them. An engaging keynote with insights into the most successful ancient cultures and their modern equivalents. Great cultures are about belonging, contributing and creating strong foundations for a successful future. This keynote delivers on all of these.

- The organisation does not own the culture, the employees or 'the tribe' does
- Everyone contributes to the culture no matter what
- Choosing to contribute to a culture that lifts people up, makes the culture better
- Great cultures make great workplaces
- EA's are in a position to observe the culture and thereby have a greater influence on it
- Why winning teams win

Rowdy McLean  
International Keynote Speaker

#### 2.30pm Keynote Address

##### How to Captivate – Managing the balance Between Your Personal Brand, Productivity and Influence

Your impact within your organisation and outside, your ability to influence and persuade others and, as a result, your ability to do what you will need to on behalf of your executive and the Executive's office, are all impacted by the way you communicate. At a minimum, your personal brand must be congruent with that of your executive. Over time, ideally, your partnership, and the office of the Executive that you both represent, should start to take on its own brand that not only has a strong reputation but stands out and has an impact.

- What makes your Personal Brand Captivating?
- Team Executive Office – what do you want that to look like so that it brings out the best in them and the team?
- Consistency? Reliability? Delivery? – What are you going to be known for in how you both work with others?
- The three secrets to Captivation that creates impact and helps with influencing and persuading others
- How to leverage your personal brand to gain influence with those stakeholders you liaise with outside your organisation?

Jane Anderson  
International Keynote Speaker

#### 3.15pm Afternoon Tea

#### 3.45pm EA Panel Discussion & Workshop: Protector, Guardian & Gatekeeper – deciding on the right hat for each occasion

In this fun and interactive panel session and workshop, our team of panel EAs, along with the audience, will investigate how the concepts of facilitator, conduit, unifier, and leader can sit alongside your sometimes being required to act as protector, guardian or even gatekeeper. From protecting the executive from self and others in helping to manage their energy, focus and priorities, the session will try and uncover ideas, tips and tools that you can use, alongside your Emotional Intelligence skills, to keep things running smoothly. Some of the issues we will look at include:

- How far have you had to go in protecting your executive from themselves?
- How to say no to (or block) persistent stakeholders, direct reports or other managers who don't understand your role in managing your executives priorities and focus
- How to train your executive to not undermine you by bypassing your procedures
- How to train your executives reports and colleagues of the benefits of going through you
- Modern office management styles may prefer the notion that EAs are a conduit, a facilitator, and enabler, but what do you do when you need to become that old fashioned Gatekeeper
- Finding the right balance between power and authority and not abusing your position

#### Moderator

Jonathan McIlroy, Executive Director – Education & Training, Executive Assistant Network

Lynda Schmedding, Executive Assistant to Ian Robinson, Deputy Secretary, Department of Communications and the Arts

Christopher Carmichael, Executive Assistant and Managing Partner Support, PricewaterhouseCoopers Canberra

Brittany Whitworth, Executive Assistant to the Dean & General Manager, ANU College of Asia & the Pacific

Alyssa Broomby, Executive Assistant, Australian Public Service Commission

#### 4.45pm Keynote Address

##### Don't just be the most connected person, be the best networked person

EAs are expected to have the contacts and connections throughout their organisations and beyond its confines to not just know who is who, but actually be able to affect meaningful and useful exchanges with them. Your brand, interpersonal skills, EQ and so much more impact on this, but so too does your approach to networking and building meaningful networks. Networking isn't just about large social interactions, it happens everywhere, whenever we meet and interact with others. In this fun and high-energy session, just before our social aspects of the conference, one of the region's most notable experts in this field will help you focus on:

- Managing a strategic network
- Developing strong networks, both within your organisation and externally
- Leveraging your relationships for mutual gain
- Building your influence and a credible profile
- Building your confidence to enjoy networking

Jen Harwood  
International Keynote Speaker

#### 5.30pm Close of Day 1: Cocktail Reception Within Exhibition Area

#### 7.00pm Dinner

### Day 2 July 26th

#### 8.25am Chairperson's Day Two Opening Remarks

#### 8.30am Keynote Address Flawless execution – Learn what fighter pilots do to ensure they get it right 100% of the time

Flying at twice the speed of sound into a combat zone or in aerial displays doesn't leave much room for error. Mistakes can literally be deadly. So what can EAs and PAs learn from ex-fighter pilots? Simple, in this high-energy presentation, you will be motivated to apply simple principles, every day, which can lead to your executing everything you do with precision and just a little bit of wow.

- Uncover a 4 step process used by fighter pilots to not just get things done, but keep doing things better each and every time
- Examine how their simple, iterative and scalable process can also be used to accelerate performance at every level in any organisation

Afterburner Australia  
Unique - High Energy - Customised

#### 9.15am Keynote Address Life's a Pitch - Communicating & Selling your Ideas

Have you ever sat in meetings with those colleagues who effortlessly put forward ideas that always gain attention? Maybe even a similar idea to one you floated previously that got no attention. The reality is, in life, we are constantly selling, persuading, pitching – putting forward ideas and thoughts we want others to listen to. The currency and value of 'ideas' is becoming more important in the 21st Century, therefore demanding professionals to become even better communicators if they desire to lead and influence others. In this session you'll discover:

- The simple technique that will instantly reduce resistance - so that people are open and willing to listen to your ideas
- How to simplify and structure your communications pieces - this means you'll be able to halve your preparation time but double the impact of the message
- The secrets to gaining and then holding attention (in a corporate environment!)
- Why people rarely listen to your ideas the first time...and what to do about this so they truly get what your saying
- Improving your voice, body language and eye contact (without coming across contrived and inauthentic)
- How to set the mood and energy in an appropriate way for maximum influence

Fiona Craig  
International Keynote Speaker

#### 10.00am Keynote Address Unthinkable – Changing how we think at the executive level in order to achieve incredible success

We live in a rapidly evolving world, a world that needs its business leaders to be adaptive and open to changing how they think about business challenges, and who also have the ability to think differently to create the ground breaking ideas and effect positive change. Those working alongside and partnering with senior business leaders can be no different. Being able to unthink how things used to be done and rethinking how things need to be done in our evolving world are a must. In this session you will learn how to identify the habits and thinking that hamper your ability to contribute to game changing thinking & how to rewire your mind in order to accelerate your success from thinking the unthinkable.

- Breaking limiting habits and beliefs
- Creating original and valuable ideas
- Rewiring what you thought was possible
- Behavioural change

Nils Vesik  
International Keynote Speaker

#### 10.45am Morning Coffee

#### 11.15am Executive Panel Discussion: From trust to brand – what are the key elements of an amazing and strong partnership

'From reactive and directed, to proactive and managing', this is one of our mantras for the changes we have all witnessed in how EAs are now working with their executives. But to direct their office, to direct their priorities, to be their trusted counsel and advisor, needs more than just a new job description and way of working, it requires the formation of a trusted partnership between EA and Executive. What does that look like in reality? What are the key elements? In this session our senior executives will examine:

- The foundations of trust and a model for building trust more expediently
- Ambiguity and misinterpretation – one of the quickest destroyers of trust
- Consistent rules and approaches to dealing with reports and stakeholders – ensuring neither party is embarrassed by the actions of the other
- Loyalty – to both the executive and business. But can this become conflicted?
- Team Executive Office – in a true partnership, how do executives want their partnerships with their EA to be perceived by others?

Moderator  
Robert Taylor, Corporate Accounts  
Manager, Executive Assistant Academy

Caroline Walsh, Group Manager, APS  
Reform Group

Anna Pino, Chief Operating Officer and  
Owner/Director, Lighthouse Business  
Innovation Centre

Kate Prior, Managing Director, Author,  
face2face Recruitment

Dr Maxine Cooper, Auditor-General, ACT  
Audit Office

Cassandra Webeck, Chief Operating  
Officer, Universities Australia

### Day 2 July 26th

#### 12.15pm Lunch

#### 1.30pm Keynote Address

##### Critical conversations keynote: Playing a bigger game through critical conversations - Creating conversations that matter

Conversations have created some of the greatest companies of our time. Elon Musk, Larry Page, Oprah Winfrey, Mark Zuckerberg, Steve Jobs, Ariana Huffington, Jeff Bezos have all had conversations that have led to creating companies that are icons of our time. History is also littered with the carcasses of great companies who failed to have those critical conversations. In any corporate role the ability to influence the critical conversations brings with it the ability to influence results and outcomes. In this key-note we explore the power of shaping critical conversations and the key aspects that we can control.

- We often look back at conversations and realise their impact. What if we could look forward and create an impact?
- How to set up critical conversations for success
- Starting strong - creating a platform that creates great conversations
- Taking critical conversations to a whole new level
- Removing the obstacles to influence
- Creating real change

Rowdy McLean  
International Keynote Speaker

#### 2.15pm Keynote Address

##### Corporate Strategy and Project Management - are these the two most important business disciplines for EAs to master?

Businesses today are far more fluid than they ever were. Being adaptive and responsive means that corporate strategies evolve rather than being set in stone for years on end. And in some businesses, almost everything is run as a project, especially in the IT sector. Working alongside your executives, knowing what their priorities are, where they are focussing on and then doing what you can to take projects off their hands, or delegate these to others, you MUST have knowledge and skills in these two areas. Another of our mantras is that an EA 'needs to have the breadth of knowledge of a GM, albeit without the depth of knowledge'. When it comes to Corporate Strategy and Project Management, the greater the knowledge, skills and mastery you can have, the better.

- Getting a grounding of understanding and knowledge within these two areas that you can build on
- Identifying key approaches and styles in Corporate Strategy
- Why simple Project Management skills are useful in everything you do
- Learning to ask the right questions and understand the 'why' behind what your executives are doing

Amanda Breen  
International Keynote Speaker

#### 3.00pm Afternoon Tea

##### 3.30pm EA Panel Discussion & Workshop: What does it take to future proof your career?

From role rationalisation to factors like technological evolutions, outsourcing and offshoring, rumours of the imminent demise of a corporate need for EAs and PAs, at least in the context of how we understand the role today, have been growing for several years. But we believe those rumours are premature and exist due to organisations failing to understand how valuable EAs and PA are. In this session our panel of senior EAs and PAs will discuss what you can do to ensure that you and your colleagues are not just secure in your future, but actually have increased prominence and value within your organisations.

- Keeping up with your skill and knowledge requirements
- Staying ahead of industry trends and developments
- Taking control of your internal assessments and reviews
- Promoting your successes and achievements, including the more intangible ones
- Forming or supporting an internal EA and PA group to provide greater visibility for your role, provide support and share ideas

#### Moderator

Jonathan McIlroy, Executive Director – Education & Training, Executive Assistant Network

Geraldine Rossiter, Executive Assistant to Chief Executive Officer, Canberra Southern Cross Club

Leanne Grimmatt, Executive Assistant to Jonathan Palmer, Deputy Australian Statistician, Australian Bureau of Statistics

Jackie Mbonzi, Executive Assistant to Director, ACT Government, Community Participation Group

Roberta Angenent, Project Manager, Department of Social Services

#### 4.30pm Closing Keynote

##### Level Up: Finding your fitpreneur

Many of us fail to unlock our potential or live fulfilled and happy lives because we are blocked by our own mental barriers. But we can all live lives filled with greater passion, love and joy if we can just break through those barriers and learn how to be the type of person we want to be. In this moving and inspirational keynote session, one of our standout speakers travels to Canberra for the first time with our conferences, so be prepared to challenge your own preconceptions and learn how to be the best version of you, realising your true potential in life.

- Discover what's important to you - what do you VALUE most
- Pursue your passions - the 3 R's of Goal Setting
- Dream big, live bold – create our life to do list = Create Your 90 day Plan
- Create the momentum to make it happen + Design Winning Weeks

Authentic and engaging this session will have you walking away with your personal game plan to be, do and live your personal best. Learn the pillars of ultimate Vitality with Nikki Healthy, Wealthy and Wise, plan a winning week and how to seamlessly blend your personal and work success.

Nikky Fogden-Moore aka The Mojo Maker | Speaker, Author & Global CEO High Performance Coach

#### 5.15pm Close of Conference

For program or registration enquiries

CALL 61 2 8402 5000 or VISIT [ExecutiveAssistant.com](http://ExecutiveAssistant.com)

# The EA of the Future – and how you can be one **QT Canberra / Canberra 2017**

Senior corporate and government executives confirmed as participating at this event include:



**David Fricker**  
Director-General, National Archives of Australia

As Director-General of the National Archives of Australia, David's strategic focus has been on the whole-of-government transition to 'digital continuity' in records and information management; expansion of preservation capability for paper, audio-visual and digital records; acceleration of the declassification of sensitive archival documents; and the exploitation of emerging technology to enhance the public's access to archival resources.



**David W. Kalisch**  
Australian Statistician, Australian Bureau of Statistics

David W. Kalisch is the non-judicial member of the Australian Electoral Commission and has held Senior Executive roles in a range of Departments since 1991 including CEO of the Australian Institute of Health and Welfare, Commissioner at the Productivity Commission, Deputy Secretary in the Commonwealth Department of Health, and two appointments at the Organisation for Economic Co-operation and Development (OECD) in Paris.



**Harriet Elvin**  
Chief Executive Officer, Cultural Facilities Corporation

Harriet Elvin is Chief Executive Officer of the Cultural Facilities Corporation, which runs major ACT cultural venues including the Canberra Theatre Centre, Canberra Museum and Gallery, and three historic places. Harriet is a former Telstra ACT Businesswoman of the Year and received a Centenary Medal for service to Australian society in business leadership.



**Lynette Pinder CPA, GAICD**  
ACT Division Manager, Australian Institute of Company Directors

Lynette has over 20 years' experience as a CPA and Executive across Government, education and the not for profit sectors. Lynette is passionate about good governance at all levels, and the importance of teamwork in driving positive performance.



**Thomas Dougherty**  
Executive Director, U.S. Ambassador (ret.), Australian-American Fulbright Commission

U.S. Ambassador (ret.) Thomas Dougherty was the Deputy Chief of Mission at the U.S. Embassy in Canberra from 2013-2016 and previously served at over a dozen embassies internationally. He is a member of the American Academy of Diplomacy and is active in not-for-profit development projects in Africa. Tom was appointed as Executive Director of the Commission in August 2016.



**Jonathan McIlroy**  
Joint Managing Director, Executive Assistant Network

Jonathan has over 17 years experience in senior management and executive positions and has worked in industries as diverse as banking and finance, education and training, events management and even politics before co founding Executive Assistant Network.



**Robert Taylor**  
Corporate Accounts Manager, Executive Assistant Network

Robert has over 25 years' experience in sales, marketing, business management & training combined with owning & operating own business in the exhibition & events sector and holds tertiary qualifications in Economics, Marketing & Training. He has worked in a variety of roles for global corporations, SME's & training organizations in both Australia & overseas.



**Alastair MacGibbon**  
Special Adviser to the Prime Minister on Cyber Security, Department of the Prime Minister and Cabinet

Alastair MacGibbon provides national leadership and advocacy on cyber security policy and implements the Government's Cyber Security Strategy. Alastair ensures effective partnerships between Australian Governments, private sector, non-governmental organisations, the research community and international partners. He worked for 15 years as an Agent with the Australian Federal Police, including the founding Director of the Australian High Tech Crime Centre.



**Tammy Ven Dange**  
Chief Executive Officer, RSPCA ACT

Tammy Ven Dange is the CEO for RSPCA ACT, the only animal shelter and full-time animal cruelty inspectorate for the ACT. Since February 2014, she has overseen a passionate team of 60+ staff members and approximately 400 volunteers who care for thousands of animals in need each year in the Territory. Previously, Tammy had a varied and adventurous career that has taken her across four continents including work for NASA, the US Air Force, and the Peace Corps.



**Caroline Walsh**  
Group Manager, APS Reform Group

Caroline Walsh has held senior executive roles in Federal and State governments covering policy, service delivery and regulation. Caroline is currently the Group Manager, APS Reform Group at the Australian Public Service Commission. Caroline has a Bachelor's degree in Government and Honours in Law.



**Anna Pino**  
Chief Operating Officer and Owner/Director, Lighthouse Business Innovation Centre Pty

Anna has been CEO of Lighthouse since 2008 and acquired the business with a partner in 2014. Lighthouse works with current and intending entrepreneurs to help them start, shape or grow their businesses. Since its inception, Lighthouse has worked with over 6,000 entrepreneurs. Anna's real passion is working with the younger entrepreneurs, many of who are still at school and university.



**Kate Prior**  
Managing Director, Author, face2face Recruitment

Kate started her career as an Executive Assistant to John Howard, then Deputy Prime Minister. Today she owns a recruitment business and is an Amazon #1 Best Selling Author. Kate develops programs, training and tools to find EAs and others work. Forever learning, her next challenge is learning to surf.



**Dr Maxine Cooper**  
Auditor-General, ACT Audit Office

Dr Maxine Cooper is the current Auditor-General for the Australian Capital Territory (ACT). Prior to being appointed as the ACT Auditor-General, Dr Cooper was the ACT Commissioner for Sustainability and the Environment and the Head of the ACT Water Security Taskforce.



**Cassandra Webeck**  
Chief Operating Officer, Universities Australia

Cassandra Webeck is the Chief Operating Officer for Universities Australia, and has successfully built an operational environment that supports the organisation's strategic objectives. Cassandra holds a Bachelor of Asian Studies, a Master of Public Policy and a Master of Knowledge Management, and is a recipient of the Telstra Young Business Woman of the Year award.

### Coaches, Trainers and Consultants

confirmed as participating at this event include:



**Rowdy Mclean**  
International Keynote Speaker

A highly successful entrepreneur, business leader and adventurer, Rowdy retired at 34. Practical and down to earth, he has been described as Tony Robbins without the rah rah, Tim Ferris without the arrogance and Richard Branson without the island.



**Afterburner Australia**  
Unique - High energy - Customised

Afterburner Australia conducts unique programs designed to enhance the performance of individuals, teams and organisations. They are action-packed, customised and delivered by some of Australia's most elite fighter pilots and military aviators.



**Nils Vesik**  
International Keynote Speaker

Nils Vesik has been applying, teaching, and researching innovative thinking around the world for over 18 years. Nils helps people to re-think how they can operate in a time poor high pressure environment.



**Jen Harwood**  
International Keynote Speaker

Jen Harwood - The Jenerator - is an avalanche of inspiring energy and enthusiasm. She is a published author of 3 books, national award winner and business mentor.



**Jane Anderson**  
International Keynote Speaker

Jane is an international communication expert. With over 15 years' experience in Lead Generation for trusted advisors, experts and thought leaders, she helps her clients to grow their businesses through LinkedIn.



**Nikki Fogden-Moore**  
aka The Mojo Maker | Speaker, Author & Global CEO  
High Performance Coach

Nikki specialises in working with CEO's, companies, entrepreneurs and high achievers in creating the life they want. She divides her time between private coaching, Corporate Vitality, Boardroom Bespoke retreats, workshops and presenting. Author of VITALITY and FITPRENEUR, Host of The Vitality Coach Podcast - downloaded in over 80 countries. Nikki's mission is to inspire and empower high achievers to seamlessly blend business and personal vitality for ultimate success.



**Amanda Breen**  
International Keynote Speaker

Amanda is a dynamic, high-energy speaker, motivator and coach. Through the use of neuroscience and positive psychology, she helps amplify the potential of leaders, teams and individuals; making people and organisations THRIVE.



**Fiona Craig**  
Speaker | Executive Coach | Founder, SmartWomen  
Connect

Fiona is a full of life Scottish-Aussie who thrives on connecting people in business and inspiring professional women to build brilliance in their career and life. Dynamic, energetic and highly practical, Fiona shares useable strategies and tools that make an immediate impact in the working lives of women.

**"The Congress & Exhibition allowed me to step out of my daily role and focus on expanding my knowledge and gaining tips on how I can work better with my Executive**

**Allison Lazarevic, RUD Chains**

**"I have attended a number of EA/PA Conferences over the last 15 years and this one was by far the most rewarding as it was run by People who understand exactly what an EA/PA role entails and what we require from a Conference around our careers.**

**Sally Ritchie, Department of Education and Training**

# The EA of the Future – and how you can be one **QT Canberra / Canberra 2017**



**Lara Murray**

Executive Assistant to Alastair MacGibbon, Special Adviser to the Prime Minister on Cyber Security, Department of the Prime Minister and Cabinet

Lara commenced an Executive Assistant career in 2005 at the Australian Taxation office. In 2008, moved to the Department of the Prime Minister and Cabinet and has been with Alastair MacGibbon since June 2016. Previous roles have included five star hotels and channel 9. Lara has diplomas in management and travel.



**Alyssa Broomby**

Executive Assistant, Australian Public Service Commission

Alyssa's career has spanned across multiple service delivery and Executive Support positions from corporate services, to liability and insurance, and front line service provision. Alyssa is currently working in the APS Reform Group in the Australian Public Service Commission as the EA to the Group Manager.



**Jacqueline Bunt**

Executive Assistant to the CEO/Communications & Media Officer, RSPCA ACT

Jacqueline has been with RSPCA ACT for over two years performing dual roles as the EA to the CEO and the Communications Officer. Jacqueline has a deep passion for animals and the not-for-profit sector and has a background in Public Relations and Journalism. She delivers high-level print and online content regarding animal welfare issues and provides strategic support to the CEO.



**Lynda Schmedding**

Executive Assistant to Ian Robinson, Deputy Secretary, Department of Communications and the Arts

Lynda Schmedding has worked as an Executive Assistant since 1985. She commenced her career as a veterinary nurse and then after completing formal Executive Assistant training she moved into the EA role. Lynda has supported Executives in a variety of industries including politics, an Anglican Diocese, private consulting service and Government Departments. She has been an Executive Assistant two departmental Secretaries the first within Parliamentary Services and the second in Finance.



**Christopher Carmichael**

Executive Assistant and Managing Partner Support, PricewaterhouseCoopers Canberra

Chris is a senior EA with more than 15 years' experience. Chris joined global professional services firm PwC's Canberra office in April 2015. Prior to this, Chris was the Executive Assistant to the National Chairman of leading Australian law firm, Corrs Chambers Westgarth. Chris has previously worked for leading global and boutique law firms both in Australia and the United Kingdom.



**Brittany Whitworth**

Executive Assistant to the Dean & General Manager, ANU College of Asia & the Pacific

Brittany is the Executive Assistant to the Dean, College of Asia and the Pacific at The Australian National University and has worked with her current Executive for 3+ years. Brittany has been working as an Executive Assistant in the higher education sector for 5 years, previously working for Pro-Vice Chancellors at The Australian National University since 2012.



**Geraldine Rossiter**

Executive Assistant to Chief Executive Officer, Canberra Southern Cross Club

Geraldine supports the CEO, Board of Directors and Senior Management team. Geraldine is an experienced Committee Secretariat and Minute taker and organises corporate events and travel. Previously working in the public sector Geraldine established the AusAID EA Network and was Chair of the DFAT EA Network Committee. In 2013 Geraldine was awarded with the EXPAND Dot Fitzpatrick Award for Executive Assistant Mentoring.



**Leanne Grimmert**

Executive Assistant to Jonathan Palmer, Deputy Australian Statistician, Australian Bureau of Statistics

Leanne began her ABS experience in 2009 and has worked in several roles at the Australian Bureau of Statistics. Prior to that she held various roles in the private sector. Currently she works to the Deputy Australian Statistician of the Australian Bureau of Statistics.



**Jackie Mbonzi**

Executive Assistant to Director, ACT Government, Community Participation Group

Jackie started her career as a Personal Assistant back in 2007 in the Not for Profit, Private Sector. In 2011, Jackie joined the ACT public service as an Executive Assistant to the Director of the then, Office of Multicultural, Aboriginal and Torres Strait Affairs which is now Community Participation Group.



**Roberta Angenent**

Project Manager, Department of Social Services

Roberta has been an Executive Assistant working for Senior Executive officers in the Commonwealth Government for over 16 years and now working part time. Passionate about the EA role, she knows senior executives need to be organised so they can focus attention on their core responsibilities. Her passion and her ability to provide exceptional support to senior executives was formally recognised in 2007, when she was awarded Executive Assistant of the Year. She has also been fortunate to be handpicked to be a part of the 2002 Bali bombing taskforce and the Australia's future tax system taskforce in 2008.



# The EA of the Future –

and how you can be one **QT Canberra / Canberra 2017**

## Dinner & Networking drinks

*More than Just a Conference  
A Networking Imperative!*



Cocktail reception to be held in the Expo area with the Gala Dinner to follow on the Tuesday Evening

- All delegates at the 2017 Annual Congress are invited to join us for an astonishing evening at our Gala Dinner!
- Enjoy Amazing Entertainment at the iconic QT Canberra
- Held within one of Canberra's finest venues with great food, fine wines, amazing com-pany and a stellar show are all the ingredi-ents we deem necessary to help ensure relaxation ahead of a second great day in the conference
- Networking is Easy and Effortless!
- Attendance at the dinner is included within the registration fee for each delegate and additional guests can attend at a cost of \$150 inc GST

Our biggest ever Canberra Congress

## EAN Exhibition Canberra

*The only Expo Designed purely for Senior EAs and PAs*

Even if you can't attend the full conference, come along and experience the Exhibition with Suppliers Who Care About You And What You Do! Held alongside the #1 conference for EAs and PAs in Australia, this is the Exhibition to visit if you want to save time and meet a range of suppliers in one location at one time, all of whom have products or services targeted at the needs of EAs and their companies. It's a key aspect of your job, so why not do it the convenient way!

*Attendance at this extremely beneficial industry event is FREE so tell all your colleagues and friends to join us at the only targeted supplier showcase in town.*

**25-26 July 2017**

Tuesday	10.00am-5.30pm
Wednesday	10.30am-3.30pm

*Our 2017 exhibition will feature over 30 amazing businesses with services and products as diverse as:*

Accommodation (Hotels & Apartments), Event Venues, Team Building, Corporate Gifting, Training Venues, Recruitment, Convention & Visitors Bureaus, Gift Companies, Venue Finding Services, Travel, Transport, Event Organisation, Corporate & Event Catering, Corporate Photography, Audio Visuals, Office Consumables and Stationery, Corporate Entertainment, Office and Business Technology and much, much more

FOR MORE INFORMATION,  
OR TO PRE-REGISTER  
FOR THESE EVENTS VISIT :  
[EXECUTIVEASSISTANT.COM](http://EXECUTIVEASSISTANT.COM)

