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EA Signature Series

The Visionary EA

Harnessing the future

W Brisbane
25 & 26 October 2023

Welcome from EAN!

It is with great pleasure that we invite you to 2023's EA Signature Series. The past 12 months have seen an explosion of new technologies designed to both support, as well as disrupt the modern workplace. At every turn we hear about new ways of working, new apps increasing productivity and speculations about what the future holds. What's certain is as these technologies mature, EAs need to be ahead of the game, use them for their own purposes, lest we be disrupted out of a job.

Reports from leading organisations such as the OECD and the World Economic Forum are showing that success in future working practices will require a commitment to lifelong learning and an emphasis on human skills such as creativity and emotional intelligence. These are precisely the intangible elements that make a great EA and are vital for executive office success. At this conference, we are examining the future of the EA role from a wider technological aspect, and a human perspective.

As the Executive Office becomes more integrated with new and emerging technologies, the demand will be for more unique human connections in the workplace. The EA is perfectly positioned to be that relationship hub within the organisation.

We look forward to this evolution of the Executive Assistant and Executive Office Management, and welcome you to join us as we navigate the future.

Natasha Cannon



EXCEPTIONAL SPEAKERS



Lauren Dolman
Trade Marks Attorney,
Minimising Cybersecurity
Risk, Advancing IP Awareness
with Integrity & Vision



Tim & Judy Sharp
Motivational & Inspirational
Keynote Speaker, TedX
Speaker, Author and Artist



Margot Cairnes
International Leadership
Statigist, Keynot Speker,
Author, Change Agent



Rowdy McLean
International Keynote
Speaker, Author, Motivator,
Business & Leadership
Consultant



Leona Watson
Keynote Speaker, Coach,
Motivator, Facilitator &
Adventurer

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Brisbane Schedule




Day 1

Future-Proof Workplace

- 1.00 PM** **WELCOME**
- 1.10 PM** The DNA of the Executive Office
 David Thomson
- 1.30 PM** What's ahead? Trends for the Future of Work
 Margot Cairnes
- 2.15 PM** The Secure Executive Office: EA Cyber Hygiene at the Security Coalface
 Lauren Dolman
- 3.00 PM** **BREAK**
- 3.30 PM** Uplevel your Communication & Influence using Emerging Sciences
 Leona Watson
- 4.15 PM** Keynote – Innovating through Disruption – Applying the Innovative Mindset
 Rowdy McLean
- 5.00 PM** End of Day 1

Day 2

Future-Proof Career

- 9.00 AM** **WELCOME**
- 9.15 AM** Human Skills to Thrive in the New Business World!
 Susan Pearse
- 10.00 AM** Mastering Boundaries to Excel as an EA...and have a life!
 Leona Watson
- 10.45 AM** **BREAK**
- 11.15 AM** Collaborating as the Relationship Hub – The Key to Building Teams
 EAN Team
- 12.00 PM** Keynote – Opportunity from Disruption
 Tim & Judy Sharp

Analytical and creative thinking remain the most important skills for workers in 2023

WORLD ECONOMIC FORUM
FUTURE OF JOBS 2023 REPORT



Day 1 - 25 October

FUTURE-PROOF WORKPLACE

Numerous reports indicate we are going to experience the greatest rate of workplace change and disruption over the next 5 years. You need to be prepared for the new challenges and opportunities that will arise. It's no longer appropriate to have a 'wait and see' approach. Today we look at what's coming and how the EA can develop their role to ensure workplace relevancy and longevity. It's time to be ahead of the curve and create the workplace of the future – Now!

1.00 PM WELCOME


In the last 20 years we have had a GFC, rising issues with mental health, climate disasters, housing crisis, war, technological revolution, cybercrime and COVID. In the next 20 years we will see all this on steroids, AI will further revolutionise our world. Robots will assist our jobs, take our jobs, and become our romantic partners (even our wives and husbands). Some predict that humans will evolve into an entirely new, technologically modified, species.

The trick isn't to know what is coming our way, because by the time we work it out it will be here. The secret to succeeding as a human, an executive and a leader is understanding how to survive and thrive in rapid discontinuous change and how to take others with you.

EA's are vital executives with huge (often undervalued and unappreciated) power. You will learn how to use your powerful position as EA to guide others through the most disruptive time in human history – while thriving and having all your dreams come true.

Margot Cairnes

1.10 PM THE DNA OF THE EXECUTIVE OFFICE




As workplaces evolve, so does the role of the Executive Assistant. This first session will set the stage for how to approach your role in this new environment. Using our DNA model of the Executive Assistant, we want to focus your mindset to what's ahead.

- Evolving the skills of the EA role
- Having impact in the new workplace
- The mindset to thrive in the future

David Thomson

1.30 PM WHAT'S AHEAD? TRENDS FOR THE FUTURE OF WORK



There is only one certainty about the future of work and that is that it will be uncertain, constantly changing, and chaotic.

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Day 1 - 25 October

FUTURE-PROOF WORKPLACE

2.15 PM THE SECURE EXECUTIVE OFFICE: EA CYBER HYGIENE AT THE SECURITY COALFACE



EAs are the frontline for targeted cyber-attacks. Whether through digital means, or human social engineering, hackers know EAs are the gatekeepers. As our networks move to the cloud and across multiple technology channels, the modern EA must know how to maintain data security. Are you still sharing board papers in DropBox? Sending internal documents to third-party apps, or using the same password across all your logins? Chances are, there are holes in your security. This session will educate you in how to spot them, what to do about them and ways of working in the future. Secure your workplace now!

- Where are the threats?
- Phishing, ransomware, and threats from the inside
- Best practices for protecting sensitive information
- Rules of thumb to secure your digital assets
- Incident response planning

Lauren Dolman

3.00 PM BREAK

3.30 PM UPLEVEL YOUR COMMUNICATION & INFLUENCE USING EMERGING SCIENCES



The speed of business today is almost crazy. Yet in spite of information overload and increasing stresses our Executives are required to make faster decisions. Using her training in Neuroscience and Psychology (and a lot of trial and error!), Leona has broadened the psychometric communication model to double your Influence & Communication Skills.

Effective communication is key to thriving in our hybrid and remote workplaces, and being the communication conduit for your Executive is paramount.

Set yourself up for the modern workplaces new & evolving challenges, by helping your Executives & Teams:

- Make decisions MUCH faster.
- Get 'unstuck' and back into action.
- Feel more open to new ideas.
- Get their most important work done & dusted!

Leona Watson

4.15 PM STREETWISE LEADERSHIP - THE 7 CRITICAL LEADERSHIP TRAITS THAT ALL FUTURE LEADERS NEED



Some of the best leaders I have ever worked with have been EA's. What sets them apart? The ability to interpret, anticipate, understand and influence what is going on around them at all levels. This takes skills that are not taught but learned through experience. In this keynote, where going to put you on the experience fast track as we explore the 7 critical things that leaders of the future need to understand if they are going to be outstanding in their roles, have a deep impact and leave a lasting positive legacy.

- What you don't know that you know
- Why saying nothing, says everything
- Little things make a massive impact
- Taking control of your future, is your future

Rowdy McLean

5.00 PM END OF DAY 1

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Day 2 - 26 October

FUTURE-PROOF CAREER

At the 2023 World Economic Forum Growth Summit it was stated "AI won't take your job. It's somebody using AI that will take your job."* The one certainty is, AI technology is disrupting the modern workplace, and with it the management of the Executive office.

Today we look at what the future holds for the EA, as the role matures in this new technological age. Upskilling is key, but so is refining the fundamentals. Utilising technology to allow humans to connect, not isolate.

The EA is the relationship hub in the organisation. The go-to, connecting across each layer of hierarchy and organisational division. Being that Point of Human in a complex myriad of apps, channels and tech is the EAs greatest strength.

It's not just about upskilling in technical competencies, but also in emotional intelligence, creativity, and critical thinking.

Today we'll highlight new ways for working and approaching your career.

* Professor Richard Baldwin - 2023 World Economic Forum's Growth Summit

9.00 AM WELCOME

9.15 AM HUMAN SKILLS TO THRIVE IN THE NEW BUSINESS WORLD!



Change is increasing, distraction is growing, and the simple act of paying attention is being lost. The average person spends nearly half their time 'mind wandering', doing one thing but thinking about something else. This skyrockets to 60% when they are at work! Developing resilience and focus can significantly boost performance, productivity, engagement and relationships in the workplace and hybrid environments.

This session will change the very relationship you have with distractions, busyness, and the overwhelm of modern business life. You will leave with a renewed sense of control over your choices, your time and your energy and will be able to use these skills to transform your productivity and satisfaction.

Susan Pearse

10.00 AM MASTERING BOUNDARIES TO EXCEL AS AN EA... AND HAVE A LIFE!



Leona speaks with a lot of CEOs and Managers and they all want their EAs to set more boundaries. Yep, they actually want you to! To create time for you BOTH to work on the most important tasks & strategies.

Managing overwhelm, stress, saying "no" and prioritising ALL become easier when we set boundaries. In this interactive session you'll learn to:

- Identify the signs that you need better boundaries.
- Say "No" with grace, politeness & professionalism.
- Feel more confident and respected.
- And have a bit of fun in the process!

Leona Watson

Day 2 - 26 October

FUTURE-PROOF CAREER

10.45 AM BREAK

12.45 PM CLOSE OF EVENT

11.15 AM COLLABORATING AS THE
RELATIONSHIP HUB – THE
KEY TO BUILDING TEAMS



In this interactive session, through experimentation with various scenarios, delegates will learn about how to thrive in the new workplace as the Relationship Hub. Recognising their impacts on a hybrid team, identify the importance of utilising different approaches, to inspire, engage and motivate other people, and to develop an ability to choose the right approach in a given situation.

EAN Team

12.00 PM KEYNOTE – OPPORTUNITY
FROM DISRUPTION



Our final session will highlight the importance of impact and possibility. Albert Einstein stated, "In the middle of every difficulty lies opportunity".

The challenges and obstacles are opportunities for growth and improvement, rather than just setbacks. With the right mindset, we can use the difficulties we encounter to our advantage, and every obstacle presents a chance for us to learn, adapt, and become stronger.

This closing session reaffirms that perspective. Tim & Judy Sharp's incredible story is one of adversity, persistence, resilience, triumph, success and inspiration.

You will come away from this session feeling inspired and energised.

Tim & Judy Sharp

I would highly recommend attending the EA Signature Series. The speakers are very informative and taking half a day out of the office is much more achievable than a full day or more. I think this is a brilliant format for EAs to gain information and connect with their peers.

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We attribute our success to the creative and dedicated team of over 200 Microhire employees who provide their services nationwide. Today we still maintain long-term contracts with Australia's largest venues, exhibition organisers, and conference managers.

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DAVID THOMSON



David has a unique mix of training, facilitation, instructional design and coaching skills at all levels combined with over 18 years of strategic business and sales experience.

With extensive knowledge of organisational & behavioural psychology, David draws from being a certified hypnotherapist and counsellor, therefore truly rounding off the mix of psychological, behavioural and in-depth strategic business acumen. He is not only able to provide participants with highly effective tools and methodologies on what to do, but also able to raise their awareness on why they do what they do. This provides the additional benefits of greater insight and heightens the participant's emotional intelligence in the process.

David has worked at Executive Assistant Network for over six years and aims to take the "fluff" out of training and provide easily adaptable knowledge that EAs can apply to excel in the workplace.

MARGOT CAIRNES



Margot has worked with the CEO's, top teams and Boards of a raft of global companies as well as being a coach and mentor to CEOs and Chairmen.

As a global expert on change, she has represented Australia at World Economic Forum events and has appeared on podiums with Hilary Clinton and the Queen of Jordan. She has worked as a key-note speaker globally addressing global leaders.

Margot is author of 6 books on leadership and change. Her latest book – Embracing AWE – Surviving and Thriving in Times of Rapid Discontinuous Change is currently being edited.

LAUREN DOLMAN



Lauren is a Client Executive at Tesseract, the largest listed cybersecurity company in Australia.

With a comprehensive work history that includes experience in law, finance, sales and corporate specialist roles, she brings a rounded perspective to the workplace with respect to all pieces that form a functioning company.

Lauren takes keen interest in self-development, earning a degree in Writing and Literature from Oxford University, Lauren decided next to pursue her interest in IP by obtaining a Master's degree in Intellectual Property Law from UTS. Lauren is currently pursuing an MBA with AIB.

Throughout her career, Lauren has developed a specialised expertise in brand protection strategies, IP asset utilisation, report building strategies, business management, and development of culture values.

Driven by her passion for commercial rights, servant leadership, and entrepreneurial management, Lauren is a truth-seeker who focuses on integrity, culture, and justice.

LEONA WATSON



An award-winning Entrepreneur and ex Corporate, Leona founded Cheeky Food Events – Team Cooking, applying the Events, Business and Leadership skills she learnt working at Virgin & Microsoft. She sold Cheeky after 17 successful years, enjoying over 10,000 conversations with EAs!

Now as a Speaker and Coach, for both CEOs/Executives and EAs, Leona shares her experiences, wisdom and NLP skills to help both parties step up as Leaders. And that starts with setting Boundaries.

Leona is a regular Speaker with the CEO Institute and with us here at EAN.

MEET OUR SPEAKERS

ROWDY MCLEAN



A highly successful entrepreneur and business leader, Rowdy retired at 34, became bored and got back in the game. Creating great companies, incredible leaders and awesome teams that smash their goals, strategies and targets.

A life long learner, Rowdy has a Masters Degree in Business Administration, is a fellow of the Australian Institute of Management and graduate of the Disney Institute and is a recipient of the Certified Speaking Professional designation.

He creates exceptional levels of motivation, confidence, control, execution and accountability so you can achieve results you never imagined.

SUSAN PEARSE



Susan is a best selling author and leadership expert who is passionate about Conscious Leadership, training businesses to think differently, inspiring people to connect to their own wisdom and encouraging everyone to find their authentic path.

She co-founded two companies early in her career, Reinvention and Mind Gardener, and has become a powerful voice for banning busyness, paying attention to what matters most and "presence" as the core skill for dealing with the modern world's high degree of complexity and uncertainty.

She is well known in business consulting for her unique approach to culture change, leadership development, strategy, innovation and mental and emotional fitness.

TIM & JUDY SHARP



Tim and Judy Sharp are break-through speakers who share their inspirational story of how a boy diagnosed with severe autism went on to become one of Australia's best-known international artists.

At 11 years of age Tim created a superhero called Laser Beak Man and became the first person with Autism to have his work developed into an animated TV series and theatre production. Tim shares his sense of humour and unique way of looking at the world through his colourful art. His originals are in high demand from collectors and have been exhibited Australia and globally.

AI won't take your job... A person using AI will take your job!

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