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NEW ZEALAND



# EA/PA ROADSHOW 2019

*Creating unparalleled opportunities for today's EAs and PAs*

**Sydney** 5<sup>th</sup> February, 2019 | **Canberra** 6<sup>th</sup> February, 2019 | **Melbourne** 7<sup>th</sup> February, 2019  
**Brisbane** 12<sup>th</sup> February, 2019 | **Wellington** 14<sup>th</sup> February, 2019

## What to expect

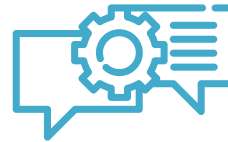
In today's Public Sector environment, Executive Assistants and Personal Assistants are business partners as much as they assist their senior executives. No longer just 'gatekeepers,' today's EAs and PAs are strategic partners, professional problem solvers and trusted confidants.

Public Sector Network returns in 2019 with a brand-new EA/PA Roadshow highlighting the skills, both hard and soft, needed to take your career to the next level. Whether you're a Senior Executive Assistant looking to network and refresh your knowledge, or a new hire in your first role as an EA or PA, this must-attend half-day roadshow has something tailored just for you.

## Who will be there

- Executive Assistants
- Personal Assistants
- Office Managers
- Executive Officer

## Why this event can benefit you



Increase your communication confidence with easy to remember strategies



Understand the impact your integrity has on your relationship building skills



Rediscover and refresh the soft skills needed to genuinely excel



Gain takeaway techniques to produce successful and engaging meetings and events



Hear from Executive Assistants and their Senior Executives about the value of working as a team and how they developed long-term trust and respect



Discuss best practice strategies for improving and benefiting from mentoring relationships

# 02 / CONFIRMED SPEAKERS



## SYDNEY | 5<sup>TH</sup> FEBRUARY

**Katherine Williams** - Executive Assistant to the Secretary - **NSW Treasury**  
**Claire McConnon** - Executive Officer - Service Delivery- **Service NSW**  
**Hazel Horgan** - Business Service Delivery & CX, **NBN Co**, and Winner - Best Event Organised by PA, **Executive PA Awards 2017**  
**Aloisie Krasny** - Executive Assistant to the Chief Financial Officer - **Sydney Water Corporation**  
**Kevin Jones** - Chief Financial Officer, **Sydney Water Corporation**  
**Jessica Dalton** - Executive Assistant to the Deputy Secretary - **Department of Premier and Cabinet**  
**Maria Ferlito** - Executive Assistant to the Executive Director - **Sydney Olympic Park Authority**  
**Jennie Walker** - Executive Officer to the Chief Customer Officer - **Service NSW**

## CANBERRA | 6<sup>TH</sup> FEBRUARY

**Catherine Canny** - Executive Assistant to the Branch Manager and Branch Administrator, People & Culture - **Civil Aviation Safety Authority (CASA)**  
**Dr Sarlae McAlpine** - Former Executive Officer to the Chief Executive Officer - **Geoscience Australia**  
**Kate Wilde** - Executive Assistant to the Branch Manager – Parliamentary and Governance and the Branch Manager – People, Culture and Capability - **Department of Education and Training**  
**Raylene Easton** - Executive Assistant to the General Manager and Assistant General Manager – People and Communication Group - **IP Australia**  
**Melanie Frey** - Executive Assistant to the Managing Director & Executive Assistant to the General Manager - Portfolio Management Group - **Defence Housing Australia**  
**Suzanne Pitson** - General Manager - Portfolio Management Group - **Defence Housing Australia**  
**Michaela Portelli** - Executive Assistant to Phillip Gould, Assistant Secretary – Office of the National Data Commissioner Policy Innovation and Projects Division - **Department of the Prime Minister and Cabinet**  
**Sharryn Baker (JP)** - Senior Executive Assistant to the Ombudsman - **Australian Small Business and Family Enterprise Ombudsman**  
**Karen Elliott** - Executive Assistant to Dr Alan Finkel, Chief Scientist - **Office of the Chief Scientist**  
**Catherine Allen** - Executive Assistant to the Executive General Manager, Scheme Entry and Entitlement Division - **Clean Energy Regulator**  
**Andrea Stewart** - Executive Assistant to the Executive Director, Shared Services - **ACT Government**

## MELBOURNE | 7<sup>TH</sup> FEBRUARY

**Vivien Coolen** - Executive Assistant to the Chief Procurement Officer - **Department of Premier and Cabinet**  
**Cathie Cattunar** - Executive Assistant to the Deputy Secretary - Civil Justice - **Department of Justice and Regulation**  
**Fiona Allen** - Business Liaison and Governance Coordinator – Enterprise Solutions - **Department of Premier and Cabinet**  
**Kasturi Naicker** - Executive Assistant to the Deputy Pro Vic-Chancellor (Indigenous Education and Engagement) - **RMIT Australia**  
**Abilene Roscoe** - Executive Assistant to the General Manager - Corporate Services - **Victorian Managed Insurance Authority**  
**John Brennan** - General Manager - Corporate Services - **Victorian Managed Insurance Authority**  
**Elise Blair** - Project Officer/Executive Assistant to the Victorian Chief Health Officer - **Department of Health and Human Services**  
**Bree Ford** - Executive Assistant to the Chief Executive Officer - Strategy and Risk - **Transport Accident Commission**  
**Jane Butterworth** - Executive Assistant to the Chief Financial Officer, Chief Information Officer and Chief Oral Health Advisor - **Dental Health Services Victoria**  
**Kasey Ryan** - Executive Assistant to the Assistant Deputy Secretary - Early Childhood Portfolio - **Department of Education**  
**Jo Hillas** - Executive Assistant to the Chief Executive Officer - **Victorian Health Promotion Foundation (VicHealth)**

## BRISBANE | 12<sup>TH</sup> FEBRUARY

**Jennifer Donohue** - Senior Executive Assistant to the Executive General Manager - **Australian Digital Health Agency**  
**Nadine Kemp** - Senior Executive Assistant – Office of the Chief Executive Officer - **Royal Brisbane and Women's Hospital**  
**Lesleigh Birrer** - Executive Assistant to the Chief Executive Officer - **The Public Trustee of Queensland**  
**Audrey J Nolan** - Executive Support Officer – Office of the Commissioner for Mine Safety and Health - **Department of Natural Resources and Mines**  
**Michelle Boizer** - Executive Assistant to the Chief Executive and Principal Commissioner - **Queensland Family and Child Commission**  
**Cheryl Vardon** - Chief Executive and Principal Commissioner - **Queensland Family and Child Commission**  
**MJ Webster** - Executive Assistant – Innovation Governance and Strategy – Innovation Division - **Department of Innovation, Tourism Industry Development and the Commonwealth Games**

## WELLINGTON | 14<sup>TH</sup> FEBRUARY

**Allison McKessar** - National President - **Association of Administrative Professionals New Zealand Inc (AAPNZ)**  
**Simone Gordon**, Private Secretary - Office of the Prime Minister, **New Zealand Parliament**  
**Sherie Pointon (AAPNZ Cert, GDipTchg, BA)** - Director - **Admin Advantage**, and Vice President, **Association of Administrative Professionals New Zealand (AAPNZ)**  
**Dianne Parker** - Group Executive Officer - Aviation Infrastructure and Personnel - **Civil Aviation Authority of New Zealand**  
**Debbie Warnock**, Executive Assistant to the Chief Financial Officer, **Ministry of Social Development**  
**Kasia Jekielek** - Executive Assistant - **Ministry of Business, Innovation and Employment**  
**Mary Huffadine** - Safety Investigation Unit Administrator - **Civil Aviation Authority of New Zealand**  
**Tracey Kerr** - Administrative Officer - **New Zealand Transport Agency**  
**Shelley Gilliver** - Executive Assistant to the High Commissioner - **British High Commission**

# 03 / SYDNEY - TUESDAY, FEBRUARY 5TH, 2019



8:30am	Registration Opens		
9:00am	<p><b>Sponsor Session</b></p> <p>This welcoming address sets the stage for our program; examining the importance of an EAs resourcefulness, calmness under pressure, and big-picture thinking and how, when used effectively, these skills contribute to the overall smooth running of their departments.</p> <p><b>Katherine Williams</b> - Executive Assistant to the Secretary - NSW Treasury</p>	11:00am	<p><b>Meetings, events, and planning: A guide to producing successful and engaging meetings.</b></p> <ul style="list-style-type: none"> <li>• Taking a critical look at the purpose of the meeting or event to ensure you start off on the right foot.</li> <li>• Paying sufficient attention to the planning stage and ensuring you don't underestimate the amount of preparation time required.</li> <li>• Remembering a successful event is built in the details; trying to surprise your attendees with an unexpected wow moment is what creates the feel of your event.</li> </ul> <p><b>Hazel Horgan</b> - Business Service Delivery &amp; CX, NBN Co, and Winner - Best Event Organised by PA, Executive PA Awards 2017</p>
9:15am	<p><b>Opening Keynote</b></p> <p><b>Increasing your communication confidence: best practice strategies to develop and maintain clear and effective communication</b></p> <ul style="list-style-type: none"> <li>• Improving listening skills and how it improves your ability to anticipate and understand the needs of co-workers.</li> <li>• Ensuring the language you use is; accurate, specific, and precise, in order to mitigate the risk of miscommunication.</li> <li>• Recognising the importance of respectful communication and treating all stakeholders equally.</li> </ul> <p><b>Claire McConnon</b> - Executive Officer - Service Delivery - Service NSW</p>	11:25am	<p><b>Fireside Chat – Interview With...</b></p> <p>The key to a successful partnership between an Executive Assistant and their Senior Executive isn't altogether practical or tangible. It comes down to developing a connection and working together to drive successful outcomes. In this Public Sector Network exclusive session, Senior Executives and their Executive Assistants discuss what makes their partnership work, the challenges they had to overcome, and the keys to developing long-term trust and respect.</p> <p><b>Aloisie Krasny</b> - Executive Assistant to the Chief Financial Officer - Sydney Water Corporation <b>Kevin Jones</b> - Chief Financial Officer - Sydney Water Corporation</p>
9:40am	<p><b>Personal integrity and the importance of relationship building</b></p> <ul style="list-style-type: none"> <li>• Understanding the importance of managing your team with emotional intelligence and integrity.</li> <li>• Defining the benefits of how sharing information, and supporting the success of peers, can grow and improve your professional outcomes.</li> <li>• Discussing how showing you can manage yourself today can lead to taking a more hands-on leadership role in the future.</li> </ul> <p>TBC</p>	12:25pm	<p><b>Panel Discussion</b></p> <p><b>Best practice strategies for developing and benefiting from mentoring relationships</b></p> <ul style="list-style-type: none"> <li>• Establishing the connections needed, and expanding your network to increase feedback and insight.</li> <li>• Identifying what makes a suitable mentor for you.</li> <li>• Understanding the key drivers in developing an internal EA Mentoring group for your department.</li> <li>• Examining how mentoring has impacted the success of the panellists and their tips to ensure you select the right mentor for your career path.</li> </ul> <p><b>Jessica Dalton</b> - Executive Assistant to the Deputy Secretary - Department of Premier and Cabinet <b>Maria Ferlito</b> - Executive Assistant to the Executive Director - Sydney Olympic Park Authority <b>Jennie Walker</b> - Executive Officer to the Chief Customer Officer - Service NSW</p>
10:05am	<p><b>Refreshing the soft skills needed to truly excel in your role</b></p> <ul style="list-style-type: none"> <li>• Soft skills 101: Why developing your skills in the areas of time management, attention to detail, and project management, can increase your opportunities for advancement.</li> <li>• Highlighting the importance of developing healthy interpersonal skills to enhance working with clients and management.</li> <li>• Discussing high-level written and verbal communication skills and why they remain the number one requirement for an Executive Assistant.</li> </ul> <p>TBC</p>	12:55pm	Closing remarks
10:30am	Morning Tea and Networking	1:00pm	Conference adjourns

# 04 / CANBERRA - WEDNESDAY, FEBRUARY 6TH, 2019



8:30am	Registration Opens		
9:00am	<p><b>Sponsor Session</b></p> <p>This welcoming address sets the stage for our program; examining the importance of an EAs resourcefulness, calmness under pressure, and big-picture thinking and how, when used effectively, these skills contribute to the overall smooth running of their departments.</p> <p><b>Chairperson: TBC</b></p>	11:00am	<p><b>Meetings, events, and planning: A guide to producing successful and engaging meetings.</b></p> <ul style="list-style-type: none"> <li>• Taking a critical look at the purpose of the meeting or event to ensure you start off on the right foot.</li> <li>• Paying sufficient attention to the planning stage and ensuring you don't underestimate the amount of preparation time required.</li> <li>• Remembering a successful event is built in the details; trying to surprise your attendees with an unexpected wow moment is what creates the feel of your event.</li> </ul> <p><b>Raylene Easton</b> - Executive Assistant to the General Manager and Assistant General Manager - People and Communication - <b>IP Australia</b></p>
9:15am	<p><b>Opening Keynote</b></p> <p><b>Increasing your communication confidence: best practice strategies to develop and maintain clear and effective communication</b></p> <ul style="list-style-type: none"> <li>• Improving listening skills and how it improves your ability to anticipate and understand the needs of co-workers.</li> <li>• Ensuring the language you use is; accurate, specific, and precise, in order to mitigate the risk of miscommunication.</li> <li>• Recognising the importance of respectful communication and treating all stakeholders equally.</li> </ul> <p><b>Catherine Canny</b> - Executive Assistant to the Branch Manager and Branch Administrator - <b>Civil Aviation Safety Authority (CASA)</b></p>	11:25am	<p><b>Fireside Chat – Interview With...</b></p> <p>The key to a successful partnership between an Executive Assistant and their Senior Executive isn't altogether practical or tangible. It comes down to developing a connection and working together to drive successful outcomes. In this Public Sector Network exclusive session, Senior Executives and their Executive Assistants discuss what makes their partnership work, the challenges they had to overcome, and the keys to developing long-term trust and respect.</p> <p><b>Melanie Frey</b> - Executive Assistant to the Managing Director &amp; Executive Assistant to the General Manager - Portfolio Management Group - <b>Defence Housing Australia</b></p> <p><b>Suzanne Pitson</b> - General Manager - Portfolio Management Group - <b>Defence Housing Australia</b></p>
9:40am	<p><b>Personal integrity and the importance of relationship building</b></p> <ul style="list-style-type: none"> <li>• Understanding the importance of managing your team with emotional intelligence and integrity.</li> <li>• Defining the benefits of how sharing information, and supporting the success of peers, can grow and improve your professional outcomes.</li> <li>• Discussing how showing you can manage yourself today can lead to taking a more hands-on leadership role in the future.</li> </ul> <p><b>Dr Sarlae McAlpine</b> - Former Executive Officer to the Chief Executive Officer - <b>NSW Treasury</b></p>	12:25pm	<p><b>Panel Discussion</b></p> <p><b>Best practice strategies for developing and benefiting from mentoring relationships</b></p> <ul style="list-style-type: none"> <li>• Establishing the connections needed, and expanding your network to increase feedback and insight.</li> <li>• Identifying what makes a suitable mentor for you.</li> <li>• Understanding the key drivers in developing an internal EA Mentoring group for your department.</li> <li>• Examining how mentoring has impacted the success of the panellists and their tips to ensure you select the right mentor for your career path.</li> </ul> <p><b>Michaelia Portelli</b> - Executive Assistant to the Assistant Secretary - Office of the National Data Commissioner Policy Innovation and Projects Division - <b>Department of the Prime Minister and Cabinet</b></p> <p><b>Sharryn Baker (JP)</b> - Senior Executive Assistant to the Ombudsman - <b>Australian Small Business and Family Enterprise Ombudsman</b></p> <p><b>Karen Elliott</b> - Executive Assistant to the Chief Scientist - <b>Office of the Chief Scientist</b></p> <p><b>Catherine Allen</b> - Executive Assistant to the Executive General Manager - Scheme Entry &amp; Entitlement Division - <b>Clean Energy Regulator</b></p> <p><b>Andrea Stewart</b> - Executive Assistant to the Executive Director - Shared Services - <b>ACT Government</b></p>
10:05am	<p><b>Refreshing the soft skills needed to truly excel in your role</b></p> <ul style="list-style-type: none"> <li>• Soft skills 101: Why developing your skills in the areas of time management, attention to detail, and project management, can increase your opportunities for advancement.</li> <li>• Highlighting the importance of developing healthy interpersonal skills to enhance working with clients and management.</li> <li>• Discussing high-level written and verbal communication skills and why they remain the number one requirement for an Executive Assistant.</li> </ul> <p><b>TBC</b></p>	12:55pm	<p><b>Closing remarks</b></p>
10:30am	Morning Tea and Networking	1:00pm	Conference adjourns

8:30am	Registration Opens		
9:00am	<p><b>Sponsor Session</b></p> <p>This welcoming address sets the stage for our program; examining the importance of an EAs resourcefulness, calmness under pressure, and big-picture thinking and how, when used effectively, these skills contribute to the overall smooth running of their departments.</p> <p><b>Chairperson: TBC</b></p>	11:00am	<p><b>Meetings, events, and planning: A guide to producing successful and engaging meetings.</b></p> <ul style="list-style-type: none"> <li>• Taking a critical look at the purpose of the meeting or event to ensure you start off on the right foot.</li> <li>• Paying sufficient attention to the planning stage and ensuring you don't underestimate the amount of preparation time required.</li> <li>• Remembering a successful event is built in the details; trying to surprise your attendees with an unexpected wow moment is what creates the feel of your event.</li> </ul> <p><b>Kasturi Naicker</b> - Executive Assistant to the Deputy Pro Vic-Chancellor (Indigenous Education and Engagement) - <b>RMIT Australia</b></p>
9:15am	<p><b>Opening Keynote</b></p> <p><b>Increasing your communication confidence: best practice strategies to develop and maintain clear and effective communication</b></p> <ul style="list-style-type: none"> <li>• Improving listening skills and how it improves your ability to anticipate and understand the needs of co-workers.</li> <li>• Ensuring the language you use is; accurate, specific, and precise, in order to mitigate the risk of miscommunication.</li> <li>• Recognising the importance of respectful communication and treating all stakeholders equally.</li> </ul> <p><b>Vivien Coolen</b> - Executive Assistant to the Chief Procurement Officer - <b>Department of Premier and Cabinet</b></p>	11:25am	<p><b>Fireside Chat – Interview With...</b></p> <p>The key to a successful partnership between an Executive Assistant and their Senior Executive isn't altogether practical or tangible. It comes down to developing a connection and working together to drive successful outcomes. In this Public Sector Network exclusive session, Senior Executives and their Executive Assistants discuss what makes their partnership work, the challenges they had to overcome, and the keys to developing long-term trust and respect.</p> <p><b>Abilene Roscoe</b> - Executive Assistant to the General Manager - Corporate Services - <b>Victorian Managed Insurance Authority</b></p> <p><b>John Brennan</b> - General Manager - Corporate Services - <b>Victorian Managed Insurance Authority</b></p>
9:40am	<p><b>Personal integrity and the importance of relationship building</b></p> <ul style="list-style-type: none"> <li>• Understanding the importance of managing your team with emotional intelligence and integrity.</li> <li>• Defining the benefits of how sharing information, and supporting the success of peers, can grow and improve your professional outcomes.</li> <li>• Discussing how showing you can manage yourself today can lead to taking a more hands-on leadership role in the future.</li> </ul> <p><b>Cathie Cattunar</b> - Executive Assistant to the Deputy Secretary - Civil Justice - <b>Department of Justice and Regulation</b></p>	12:25pm	<p><b>Panel Discussion</b></p> <p><b>Best practice strategies for developing and benefiting from mentoring relationships</b></p> <ul style="list-style-type: none"> <li>• Establishing the connections needed, and expanding your network to increase feedback and insight.</li> <li>• Identifying what makes a suitable mentor for you.</li> <li>• Understanding the key drivers in developing an internal EA Mentoring group for your department.</li> <li>• Examining how mentoring has impacted the success of the panellists and their tips to ensure you select the right mentor for your career path.</li> </ul> <p><b>Elise Blair</b> - Project Officer/Executive Assistant to the Victorian Chief Health Officer - <b>Department of Health and Human Services</b></p> <p><b>Bree Ford</b> - Executive Assistant to the Chief Executive Officer - Strategy and Risk - <b>Transport Accident Commission</b></p> <p><b>Jane Butterworth</b> - Executive Assistant to the Chief Financial Officer, Chief Information Officer and Chief Oral Health Advisor - <b>Dental Health Services Victoria</b></p> <p><b>Kasey Ryan</b> - Executive Assistant to the Assistant Deputy Secretary - Early Childhood Portfolio - <b>Department of Education</b></p> <p><b>Jo Hillas</b> - Executive Assistant to the Chief Executive Officer - <b>Victorian Health Promotion Foundation (VicHealth)</b></p>
10:05am	<p><b>Refreshing the soft skills needed to truly excel in your role</b></p> <ul style="list-style-type: none"> <li>• Soft skills 101: Why developing your skills in the areas of time management, attention to detail, and project management, can increase your opportunities for advancement.</li> <li>• Highlighting the importance of developing healthy interpersonal skills to enhance working with clients and management.</li> <li>• Discussing high-level written and verbal communication skills and why they remain the number one requirement for an Executive Assistant.</li> </ul> <p><b>Fiona Allen</b> - Business Liaison and Governance Coordinator- Enterprise Solutions - <b>Department of Premier and Cabinet</b></p>		
10:30am	Morning Tea and Networking		
		12:55pm	Closing remarks

# 06 / BRISBANE - TUESDAY, FEBRUARY 12TH, 2019



8:30am	Registration Opens		
9:00am	<p><b>Sponsor Session</b></p> <p>This welcoming address sets the stage for our program; examining the importance of an EAs resourcefulness, calmness under pressure, and big-picture thinking and how, when used effectively, these skills contribute to the overall smooth running of their departments.</p>	11:00am	<p><b>Meetings, events, and planning: A guide to producing successful and engaging meetings.</b></p> <ul style="list-style-type: none"> <li>• Taking a critical look at the purpose of the meeting or event to ensure you start off on the right foot.</li> <li>• Paying sufficient attention to the planning stage and ensuring you don't underestimate the amount of preparation time required.</li> <li>• Remembering a successful event is built in the details; trying to surprise your attendees with an unexpected wow moment is what creates the feel of your event.</li> </ul> <p><b>Audrey J Nolan</b> - Executive Support Officer - Office of the Commissioner for Mine Safety and Health- <b>Department of Natural Resources and Mines</b></p>
9:15am	<p><b>Opening Keynote</b></p> <p><b>Increasing your communication confidence: best practice strategies to develop and maintain clear and effective communication</b></p> <ul style="list-style-type: none"> <li>• Improving listening skills and how it improves your ability to anticipate and understand the needs of co-workers.</li> <li>• Ensuring the language you use is; accurate, specific, and precise, in order to mitigate the risk of miscommunication.</li> <li>• Recognising the importance of respectful communication and treating all stakeholders equally.</li> </ul> <p><b>Jennifer Donohue</b> - Senior Executive Assistant to the Executive General Manager- <b>Australian Digital Health Agency</b></p>	11:25am	<p><b>Fireside Chat – Interview With...</b></p> <p>The key to a successful partnership between an Executive Assistant and their Senior Executive isn't altogether practical or tangible. It comes down to developing a connection and working together to drive successful outcomes. In this Public Sector Network exclusive session, Senior Executives and their Executive Assistants discuss what makes their partnership work, the challenges they had to overcome, and the keys to developing long-term trust and respect.</p> <p><b>Michelle Boizer</b> - Executive Assistant to the Chief Executive and Principal Commissioner - <b>Queensland Family and Child Commission</b>  <b>Cheryl Vardon</b> - Chief Executive and Principal Commissioner - <b>Queensland Family and Child Commission</b></p>
9:40am	<p><b>Personal integrity and the importance of relationship building</b></p> <ul style="list-style-type: none"> <li>• Understanding the importance of managing your team with emotional intelligence and integrity.</li> <li>• Defining the benefits of how sharing information, and supporting the success of peers, can grow and improve your professional outcomes.</li> <li>• Discussing how showing you can manage yourself today can lead to taking a more hands-on leadership role in the future.</li> </ul> <p><b>Nadine Kemp</b> - Senior Executive Assistant - Office of the Chief Executive Officer - <b>Royal Brisbane and Women's Hospital</b></p>	12:25pm	<p><b>Panel Discussion</b></p> <p><b>Best practice strategies for developing and benefiting from mentoring relationships</b></p> <ul style="list-style-type: none"> <li>• Establishing the connections needed, and expanding your network to increase feedback and insight.</li> <li>• Identifying what makes a suitable mentor for you.</li> <li>• Understanding the key drivers in developing an internal EA Mentoring group for your department.</li> <li>• Examining how mentoring has impacted the success of the panellists and their tips to ensure you select the right mentor for your career path.</li> </ul> <p><b>MJ Webster</b> - Executive Assistant - Innovation Governance and Strategy - Innovation Division - <b>Department of Innovation, Tourism, Industry Development and the Commonwealth Games</b>  <b>TBC</b>  <b>TBC</b></p>
10:05am	<p><b>Refreshing the soft skills needed to truly excel in your role</b></p> <ul style="list-style-type: none"> <li>• Soft skills 101: Why developing your skills in the areas of time management, attention to detail, and project management, can increase your opportunities for advancement.</li> <li>• Highlighting the importance of developing healthy interpersonal skills to enhance working with clients and management.</li> <li>• Discussing high-level written and verbal communication skills and why they remain the number one requirement for an Executive Assistant.</li> </ul> <p><b>Lesleigh Birrer</b> - Executive Assistant to the Chief Executive Officer - <b>The Public Trustee of Queensland</b></p>	12:55pm	Closing remarks
10:30am	Morning Tea and Networking		

# 07/ WELLINGTON - THURSDAY, FEBRUARY 14TH, 2019



8:30am	Registration Opens		
9:00am	This welcoming address sets the stage for our program; examining the importance of an EAs resourcefulness, calmness under pressure, and big-picture thinking and how, when used effectively, these skills contribute to the overall smooth running of their departments.  <b>Allison McKessar</b> - National President - Association of Administrative Professionals New Zealand Inc (AAPNZ)		
9:15am	<b>Opening Keynote</b> <b>Increasing your communication confidence: best practice strategies to develop and maintain clear and effective communication</b> <ul style="list-style-type: none"> <li>Improving listening skills and how it improves your ability to anticipate and understand the needs of co-workers.</li> <li>Ensuring the language you use is; accurate, specific, and precise, in order to mitigate the risk of miscommunication.</li> <li>Recognising the importance of respectful communication and treating all stakeholders equally.</li> </ul> <b>Simone Gordon</b> - Private Secretary - Office of the Prime Minister - New Zealand Parliament		
9:40am	<b>Personal integrity and the importance of relationship building</b> <ul style="list-style-type: none"> <li>Understanding the importance of managing your team with emotional intelligence and integrity.</li> <li>Defining the benefits of how sharing information, and supporting the success of peers, can grow and improve your professional outcomes.</li> <li>Discussing how showing you can manage yourself today can lead to taking a more hands-on leadership role in the future.</li> </ul> <b>Sherie Pointon (AAPNZ Cert, GDipTchg, BA)</b> - Director - Admin Advantage, and Vice President, Association of Administrative Professionals New Zealand (AAPNZ)		
10:05am	<b>Refreshing the soft skills needed to truly excel in your role</b> <ul style="list-style-type: none"> <li>Soft skills 101: Why developing your skills in the areas of time management, attention to detail, and project management, can increase your opportunities for advancement.</li> <li>Highlighting the importance of developing healthy interpersonal skills to enhance working with clients and management.</li> <li>Discussing high-level written and verbal communication skills and why they remain the number one requirement for an Executive Assistant.</li> </ul> <b>Dianne Parker</b> - Group Executive Officer - Aviation Infrastructure and Personnel - Civil Aviation Authority of New Zealand		
10:30am	Morning Tea and Networking		
11:00am	<b>Meetings, events, and planning: A guide to producing successful and engaging meetings.</b> <ul style="list-style-type: none"> <li>Taking a critical look at the purpose of the meeting or event to ensure you start off on the right foot.</li> <li>Paying sufficient attention to the planning stage and ensuring you don't underestimate the amount of preparation time required.</li> <li>Remembering a successful event is built in the details; trying to surprise your attendees with an unexpected wow moment is what creates the feel of your event.</li> </ul> <b>Debbie Warnock</b> - Executive Assistant to the Chief Financial Officer - Ministry of Social Development		
11:25am	<b>Fireside Chat – Interview With...</b> The key to a successful partnership between an Executive Assistant and their Senior Executive isn't altogether practical or tangible. It comes down to developing a connection and working together to drive successful outcomes. In this Public Sector Network exclusive session, Senior Executives and their Executive Assistants discuss what makes their partnership work, the challenges they had to overcome, and the keys to developing long-term trust and respect.  TBC TBC		
12:25pm	<b>Panel Discussion</b> <b>Best practice strategies for developing and benefiting from mentoring relationships</b> <ul style="list-style-type: none"> <li>Establishing the connections needed, and expanding your network to increase feedback and insight.</li> <li>Identifying what makes a suitable mentor for you.</li> <li>Understanding the key drivers in developing an internal EA Mentoring group for your department.</li> <li>Examining how mentoring has impacted the success of the panellists and their tips to ensure you select the right mentor for your career path.</li> </ul> <b>Kasia Jekielek</b> - Executive Assistant - Ministry of Business, Innovation and Employment <b>Mary Huffadine</b> - Safety Investigation Unit Administrator - Civil Aviation Authority of New Zealand <b>Tracey Kerr</b> - Administrative Officer - New Zealand Transport Agency <b>Shelley Gilliver</b> - Executive Assistant to the High Commissioner - British High Commission		
12:55pm	Closing remarks		
1:00pm	Conference adjourns		



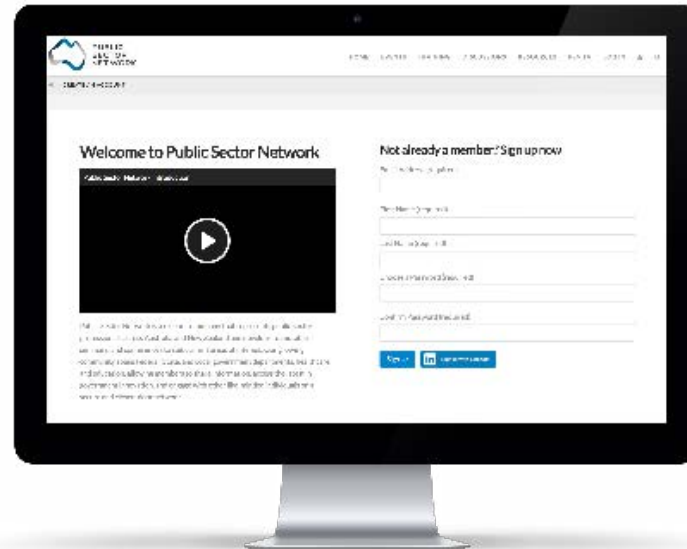
## About us

PSN is a research company that represents public sector professionals across Australia and New Zealand and develops roundtables, seminars, and conferences to suit current areas of interest. Our growing online community spans across Federal, State, and Local government departments, healthcare, and education, allowing members to share information, access the latest in government news and innovation, and engage with other like-minded individuals on a secure and closed-door network.

## PSN Events Pty Ltd

A Subsidiary of Public Sector Network Holdings Pty Ltd

ABN - 46 617 870 872  
34/60 Margaret Street  
Sydney NSW 2010



“  
Excellent event, great conversations & a platform to interact with the right government contacts & partner community.  
”

“  
A very relaxed ambience... customers really letting down their guards not feeling as threatened by industry and vendors.  
”

“  
The roadshow was a great way to see what others are up to and provides invaluable networking opportunities to further our learning.  
”

“  
Great event from beginning (planning) to end. One of the best events we have sponsored in terms of conversations had at booth, opportunity to promote our brand. PSN did an amazing job of event management. Well done.  
”

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