

Karen Beard-Greer

Karen Beard-Greer is the CEO of the Disability Resource Centre Auckland, the largest information and advisory centre and showroom, assisting 20% of Auckland's population to navigate the disability sector.

Karen started her career as an Air Traffic Controller and 11 years later went on to be one of New Zealand's leading Corporate Wellness Specialists and a much sought after professional speaker. She is the founder and Director of The Body Corporate Ltd (1994), specialists in 'Corporate Wellness'. With over 20 years in the health and wellness industry, in a variety of roles, she is in demand as a resource for many businesses. In 2007 she was head hunted by Power Plate International to be the General Manager of a new wholly owned subsidiary in New Zealand for which she had to build from scratch starting out with a laptop and mobile phone.

In her early years Karen was a competitive swimmer and netballer. She is a past President and Past National President of the National Speakers Association of New Zealand and a past lecturer at Auckland Institute of Technology's Department of Sport and Health Science.

Frequently asked questions

How do I register?

Simply complete the registration form and post it to:

Team Link Training Ltd
PO Box 35-273
Christchurch 8640

or

Fax the completed form to:
03 579 4483

How can I pay?

Send a cheque

(payable to Team Link Training Ltd) to:

Team Link Training Ltd
PO Box 35-273
Christchurch 8640

or

Direct credit our bank account
(please supply remittance details).

Bank: ANZ Christchurch
Account: Team Link Training Ltd
Account No: 010797-0329072-00
GST No: 84-714-788

(Pay before 6 August 2011 to receive the Speedy Southern Special!)

Payment must be received prior to the Summit to guarantee your booking.

NB: We are unable to accept credit card payments.

Team Link Training Ltd

Team Link Training Ltd provides training to individuals interested in an administrative professional career.

Team Link Training Ltd's courses are available throughout New Zealand and courses include minute taking; time, stress, project and event management.

An overview of all courses is available on the website: www.teamlink.co.nz

I just want the Summit Notes!

All attendees receive Summit Presentation Notes.

If you know now you'll be too busy to attend, for \$185+gst we'll send you the Summit Notes. Place your order today on the registration form!

I've got a question...

Drop us an email at teamlinkinfo@xtra.co.nz or phone the team on 03 579 4482.

Team Link Training Ltd reserves the right to amend any part of the Summit, if deemed necessary for its successful operation.

What if I can't make it?

You can substitute someone else for your booking at any time, at no extra charge (but please let us know who's coming!).

If you cancel before 29 July 2011, a full refund less \$190+gst service fee will be given.

Cancellations during August 2011 receive a 50% refund.

Sorry, no refunds can be given for cancellations during September 2011, but you will receive the Summit Notes.

We like to do things a little differently in the south ...

Are you making the most of your career?

The Southern Secretarial Summit will give you many opportunities to learn, network, be inspired and have fun!

Our two-day programme is presented in a fun and refreshing style. Enrich your mind with knowledge from our line up of specially chosen speakers – all masters at providing professional development in an enthusiastic, entertaining and energetic style.

As well as motivational keynote speakers, participants will be able to attend in-depth workshops tailored to extend learning in specific areas. We will send you back to work equipped with a wealth of practical takeaway tips to boost your career.

Are you ready to ...

Learn the part that body language has to play in successful communication?

Find where you fit in your team based on the Belbin method?

Understand the importance of influencing and creating great impressions on those you work with?

Brought to you by:



Team Link Training Ltd
PO Box 35-273
Christchurch 8640
Phone: 03 579 4482
Fax: 03 579 4483
Email: teamlinkinfo@xtra.co.nz
www.teamlink.co.nz

Endorsed by:



ASSOCIATION OF
ADMINISTRATIVE
PROFESSIONALS
NEW ZEALAND INC

Te Kāwarangi

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SOUTHERN Secretarial Summit 2011



Wednesday and Thursday
28 & 29 September 2011
Marlborough Convention Centre
42a Alfred Street, Blenheim
New Zealand

Registration

Name (first) _____

(last) _____

Position _____

Company _____

Postal Address _____

City _____ Post Code _____

Email _____

Phone _____ Fax _____

Approved by _____

Signature _____

Purchase order no. (if applicable): _____

I wish to register at the:

Early Bird Registration fee

To qualify for the early bird discount, registration and payment needs to be received before 5 August 2011.

\$935+gst = \$1,075.25 for two days attendance

\$630+gst = \$724.50 for a single day attendance
(either Day One or Day Two)

Post Early Bird Registration fee

Registration and payment needs to be received before 26 August 2011.

\$1,035+gst = \$1,190.25 for two days attendance

\$680+gst = \$782.00 for a single day attendance
(either Day One or Day Two)

Please detail any dietary requirements:

I only want the Summit Notes for \$185+gst = \$212.75

Total enclosed \$

The fine print

Registration fee for two days includes: attendance at the Summit, Summit notes, morning and afternoon teas, lunches and the Summit Breakfast.

Registration fee for one day includes: attendance at the Summit, Summit notes, morning and afternoon teas, lunch and the Summit Breakfast if attending Day Two.

Want to bring a colleague? Just photocopy this registration form.

Discounted group bookings for three or more people from the same organisation are available on request.

Steve Gurney, BE (mech), MNZM

Steve Gurney is an Adventurer, an Inventor, and a Motivator. Steve:

- won the Coast to Coast a record nine times in total after fighting back to win the title seven times in a row.
- invented a record breaking Pod bike, a kayak with wings and an anti-gravity paddle levitation device. He has a mechanical engineering degree, and is an incorrigible inventor.
- was the first cheeky nudist on NZ breakfast TV (did you choke on your Weetbix?).
- nearly died when poisoned by bat dung while racing in Borneo jungles.
- fought back to win the Coast to Coast seven times more in a row, a record nine total.
- waxed his entire body for *Dancing with the Stars*.
- awarded an MNZM (Members of the New Zealand Order of Merit) gong for services to endurance sport.
- wrote a best selling autobiography called "*Lucky Legs*".
- crossed the searing Sahara desert by wind-power.

Steve was a professional adventure athlete at the top of his game for two decades. He now travels the world adventuring and as a motivational speaker and trainer in mental excellence.

Desirée Williamson

Desirée Williamson is a director of Christchurch based corporate communication consultancy, Communication Works.

Desirée designs and facilitates workshops for business organisations on all aspects of communicating effectively with stakeholders. In particular, she really enjoys delivering seminars which use creative and innovative techniques to help participants develop their oral presentation, written, interpersonal and media management skills.

Prior to going into business, Desirée Williamson (BA, LTCL, Cert TESOL, ANZSB, Dip Tchg) lectured in corporate and cross-cultural communication in the School of Business at the Christchurch College of Education and at UC Opportunity (following a merger with Canterbury University) from 1994-2007.

As a professional wordsmith, Desirée has been working with the Institute of Chartered Accountants since 2006, writing study material, and designing and facilitating workshops for the Communicate Effectively and Ethics components of its Professional Competency Programme. She also writes copy for websites, newsletters and blogs occasionally.

Sue Saunders

Being the only speaker to be invited back to speak at six Summits, this gives you an indication of how popular and entertaining Sue Saunders is.

Sue is the owner of Communication Works, a company specialising in the delivery of communication skills to corporate, educational and governmental organisations. These organisations value the ways in which excellent communication positively affects internal and external credibility, as well as promoting higher levels of productivity, improved profit margins and increased levels of staff morale.

Specifically, Sue works in the areas of business writing and public speaking, as well as running workshops in effective communication, motivation, team building and customer service.

Prior to the establishment of Communication Works, Sue taught for 14 years in tertiary institutions in Canterbury, teaching business communication, computing and accounting.

Eth Lloyd, M.Ed., P.G. Dip. Ed., AAPNZ (Fellow, Certified) Enderby Associates Ltd

Eth Lloyd worked for 30 years as a personal assistant. She has run her own professional development consultancy, Enderby Associates Ltd for the last six years, where she works specifically with administrative professionals in both the government and the private sectors. Eth has worked with over 80 EAs, PAs and other administrative professional roles to support them in successfully gaining national qualifications in Business Administration and First Line Management and enhancing their career opportunities.

Eth holds a Masters Degree in Education where her research was looking into the professional development opportunities and career pathways of administrative professionals. She also holds a Post Graduate Diploma in Education and Training for Professional Development, and a Diploma in Business Administration.

Eth is a previous National President of the Association of Administrative Professionals New Zealand Inc (AAPNZ). She is a Director of AAPNZ Professional Development Limited and is currently a member of their national Professional Development Sub-committee. She has a passion for the administrative professional and their value in the workplace. This passion is shown by Eth's commitment to assist administrative professionals to gain national qualifications and develop their career pathway.

Jonathan Black

Jonathan Black is currently a consulting psychologist, and former New Zealand Police psychologist, with extensive stress management training experience, job stress advice, and occupational health expertise. He is an experienced coach, counsellor, speaker and trainer, and retains clients across a broad range of occupations and industries. He is often sought after by clients in a variety of stress-related assignments including team conflict, work-life balance issues, decision-making, workplace bullying and relationship issues. He is the author of *Knee Deep in the Swamp: Understanding and managing conflict at work* (2009).

Debra Clark

Winner of AAPNZ Administrative Professional of the Year Award 2009

Debra Clark has over 20 years experience in office administration spanning many industries from finance to social services. Currently Debra is the head licensee and founder for AdminCorp Management Limited, a business administration outsourcing specialist company that provides licensees the opportunity to manage their own client portfolio, with full support from the management company. Debra specialises in the setup and delivery of effective workplace administration for teams and individuals, using effective administration and Web 2.0 tools, resulting in an investment in testing new technologies. This knowledge ranks Debra as a valued and respected Virtual Assistant in New Zealand.

Hilary Sinclair

Hilary Sinclair has been the director of Eureka Solutions for the past 14 years. As a Management Consultant and Learning & Development facilitator, she works with leaders, managers and teams at all levels in a wide variety of organisations. She specialises in helping people develop their intra-personal and inter-personal skills by facilitating workshops, one-on-one coaching and presenting at conferences. Recently Hilary has been involved in change management work, developing teams and facilitating leadership and management development programmes. Hilary is an accredited provider of *Myers Briggs Type Indicator* and instruments in the Team Management Systems suite and is trained as a NLP Practitioner.

Hilary also uses and teaches communications skills for musicians in her role as a Vocal Itinerant, conductor of choirs of children, teenagers and adults and facilitator of a one-day *Singing for Non Singers* course.

Wednesday 28 September 2011

9.00 am Success is a skill

It will likely surprise you that Steve Gurney is not a physically talented athlete. Yet, he enjoyed a two-decade career as a champion professional athlete. How did he achieve this?

Steve will enthral, entertain and motivate you with his stories gained through his travel, his tribulations and his triumphs from competing and adventuring around the world.

Overcoming a dalliance with Doctor Death, Gurney staged an incredible come-back to win the grueling Coast to Coast seven times in a row. What motivating gems can you pick up from this?

You'll 'dine' out on some of the stories of jungle creepy crawlies, and the masochism and cunningness that it takes to win some of these adventure races.

Most of all, you'll learn that success is not the domain of super achievers; Gurney is in fact an average and approachable human. Success is a skill that anyone, including you, can learn.

Wednesday Workshop Topics

10.30 am–12 noon

1. Report Writing: Part One – Sound foundations

Writing a report is a vital channel for organisational communication. It requires specialised writing skills, and a tone and style that differ from other business documents. While in-house report formats can vary, the generic elements are constant and the purpose of the report remains the same: to enable sound decision-making. This session provides a comprehensive overview of what is required to put together an effective report. It is designed as the pre-requisite to the Report Writing: Part Two workshop being held this afternoon.

This interactive session will assist you to:

- understand your brief
- analyse the target audience effectively
- understand the key components of a report and the relationships between sections

- classify and structure information
- integrate primary data and secondary sources logically, accurately and persuasively, and
- use an accurate writing style and American Psychological Association conventions to express your information and acknowledge your sources.

Expand on your skills further in the second stage of this workshop being held this afternoon.

Report Writing: Part Two – Write for readability

Report writing is a process and it takes practice and a commitment to self-reflection in order to improve your skills. Now that you are clear about the structure of the report, it is time to master writing the key components that will ensure you produce reports with a high readability factor. This session builds on the previous workshop and provides some valuable tips on how to write a transmittal, an executive summary, the findings, the conclusions and the recommendations.

This interactive session will assist you to:

- write key sections of a report with confidence
- ensure that your analysis answers key questions in your brief
- edit your draft using relevant guidelines
- evaluate your writing product, and
- peer review the writing samples of others.

2. Professional development and career pathways for Administrative Professionals

There are approximately 250,000 administrative professionals in the workforce of New Zealand. Four-fifths of these are women, making this a predominantly female occupation.

Training and professional development of administrative professionals in larger organisations within New Zealand is often available and supported; however, this is often ad hoc with no clear career pathway. Unfortunately, many in these roles often perceive themselves as undervalued within the business world. With no formal qualification required to work in this occupation there is the potential for a 'glass ceiling' to apply if administrative professionals wish to progress to other roles.

This workshop will:

- examine the barriers to undertaking professional development and career pathways
- discuss how these barriers could be overcome
- identify barriers you may be experiencing in your own career development and how you may overcome these, and
- use a professional development and career planner to begin to formulate your own action plan for your future development.

This workshop will also provide an opportunity to gather some of the evidence required to be able to complete Unit Standard 8495, *Develop self to improve performance at work*. This is a Level 5 unit standard worth 5 credits and could contribute to achieving either a Level 4 *National Certificate in Business Administration*, or a Level 5 *National Diploma in Business Administration*.

3. Focusing on your influencing skills

Influence matters - it's the stuff that gives us the edge in how people look at us, what they think of us, how they treat us and how receptive they are to our ideas and personal idiosyncracies.

This workshop will:

- look at what develops and builds your influence at work
- what generates positive influence and the fatal flaws that erode the influence we have
- look at what really matters in meetings and in one-on-one conversations
- key tips to make a long-term impact, and
- the importance of personal brand and how to build it.

Participants will leave the workshop with their own personal plan that they can implement for improving their influence in the workplace.

4. From administrator to successful business woman

Without a doubt, the administration role can now be called a career, which can also provide a stepping role to other areas.

Many administrators have used their well developed skills and knowledge to progress successfully into management and team leader positions. Debra Clark is one such success story.

Wednesday 28 September 2011

8.45 am	Scene Setting	9.00-10.00	Steve Gurney Success is a Skill	10.00-10.30 Morning Tea	10.30-12.00 Workshops	1 Report Writing Part 1 – Desirée Williamson 2 Career Development – Eth Lloyd 3 Focusing on your Influencing Skills – Jonathan Black 4 From Administrator to Successful Business Woman – Debra Clark	12.00-1.00 Lunch	1.00-2.30 Workshops	1 Report Writing Part 2 2 Career Development 3 Focusing on your Influencing Skills 4 From Administrator to Successful Business Woman
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Thursday 29 September 2011

7.45-9.00	Breakfast : Achieving Your Balance – Karen Beard-Greer	9.00-10.00	Free Time	10.00-10.30 Morning Tea	10.30-12.00 Workshops	1 NLP – Steve Gurney 2 Conflict Management – Jonathan Black 3 Better Teams with Belbin – Sue Saunders 4 Essential Skills of Editing – Desirée Williamson	12.00-1.00 Lunch	1.00-2.30 Workshops	1 NLP – Steve Gurney 2 Conflict Management 3 Better Teams with Belbin 4 Essential Skills of Editing
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Wednesday 28 September 2011

Thursday 29 September 2011

In this workshop, Debra will:

- outline her background that set the path to where she is today
- explain how she established AdminCorp Ltd – why on earth did she give up her career to work for herself?
- describe the challenges she encountered and what she learned along the way
- explain the role of a Virtual Assistant
- describe how she won the *Association of Administrative Professionals New Zealand (AAPNZ) Administrative Professional of the Year Award 2009*, and
- share some technology tips for effective administrators, and demystify some of the latest jargon around apps.

3.00-4.00 pm Developing your body language awareness

We all have some intuitive awareness of responding to the body language of others. Honing these skills and heightening your awareness can greatly enhance how you communicate and give you the outcome you desire when working with others.

This session will explore:

- understanding and adapting your own body language
- are there hard and fast rules?
- common cues to look for in the body language of others
- making and breaking rapport
- initial greetings and making the best first impression, and
- using your knowledge of body language for interviews, presentations, coaching and managing staff and managers.

Thursday 29 September 2011

7.45-9.00 am Achieving your balance

In 2006 Karen spoke at this conference on 'Achieving Your Balance'. Five years later Karen returns to share how she achieves a sustainable balance as a CEO and mother of two growing boys. She will share with you how she fits in her own health and wellness whilst juggling board meetings, the PTA, kids sport and general taxi service, housework and let's not forget the gardening! Karen will tell you about the highs and lows and the tools that still get her through the most challenging of times.

Thursday Workshop Topics

1. Applying the science of mental excellence

Steve Gurney acquired much of his race winning success from understanding motivation, being mentally tougher and focused, and being able to get himself into the most resourceful state of mind possible to achieve his goals. Much of this was from the field of NLP (NeuroLinguistic Programming) and from his wise mentors the *Felttons*, (affectionately called Yoda) ... And of course the ever-wiley Gurney developed some of his own techniques!

In this 90-minute introduction to the field of mental excellence Gurney will teach you some useful skills to apply yourself including:

- what happens differently in the minds of successful goal-getters and how you can do this too!
- the incredible power of words. Sounds absurdly simple, but how can you choose language that gets you the results you want?
- get into a state of confidence at will, when and where you want it.

2. Conflict management

Not all conflict is a bad thing - in fact, we can't really get where we want to be in life or work without the occasional essential robust conversation. Unfortunately those conversations are often avoided rather than embraced as an opportunity to genuinely move an issue forward.

This workshop will provide participants with:

- an understanding of what causes and prevents conflict between people
- acquire skills that give confidence in managing conflict in the workplace, managing the occasional robust conversation, and
- develop a team culture that manages conflict pro-actively.

The workshop will be useful for all those who manage a team, find they mediate between colleagues or, are themselves, experiencing workplace conflict with someone they work with.

3. Better teams with Belbin

Ever wonder why some things seem so 'natural' for you, while others really struggle? Conversely, ever wonder why you just can't seem to 'do' or understand some things, but it's a breeze for others?

Maybe you're trying to make yourself do something that just isn't what you're best suited to!

Working well with others in a team allows us to solve problems, negotiate differences and handle conflict so that we build morale and enhance productivity.

Come and discover who you really are. Develop an understanding and self awareness of your own role(s) in teams so that you can capitalise on your strengths and maximise your team's collective output.

At the end of the workshop, you will be able to:

- understand the need for a positive communication climate within your team
- identify your team role, based on the *Belbin Team Role* theory
- recognise, reflect and evaluate the ways in which your role positively contributes to the team's efforts
- recognise and develop strategies to prevent communication breakdown, and
- understand ways in which diversity in the workplace can be managed constructively.

4. Essential skills of editing

Some writers are born editors. They possess 'editing radars' that effortlessly target inconsistencies of style and tone as well as errors in structure, grammar, punctuation and spelling. However, most of us need to apply all our powers of concentration and perseverance to the essential process of editing. This session provides useful guidelines on how to improve your editing skills and apply them to all your workplace writing.

This interactive session will assist you to:

- recognise the type of edit required
- plan the edit
- edit using relevant guidelines
- proofread to ensure correct grammar, punctuation and spelling, and
- revise documents to ensure that they achieve your communicative purpose.

3.00-4.00 pm Leading with resilience

We hear and read about the importance of resilience all the time. But what does it mean for each of us to be resilient or have resilience? How do you get it? In this session you will learn how to be more resilient throughout 2011 as the local and international economy resets itself. Walk away with your own resilience barometer that you can turn up or down to adapt with the changes that meet us daily in our personal and professional lives.

Workshops in 2011 will be allocated on a 'first in first served' basis at the Summit.

Desirée Williamson Eth Lloyd Jonathan Black Debra Clark	2.30-3.00 Afternoon Tea	3.00-4.00	Developing your body language awareness - Hilary Sinclair
Jonathan Black Sue Saunders Desirée Williamson	2.30-3.00 Afternoon Tea	3.00-4.00	Leading with Resilience – Karen Beard-Greer
			4.00-4.15 Summit Review