

The High EQ Office Professional Series:

Beyond Administrator to Trusted Advisor

Dates and Locations in 2010

Adelaide: 12th – 13th May

Sydney: 19th – 20th May

Canberra: 6th – 7th July

Melbourne: 13th – 14th July

Brisbane: 11th – 12th August



People Empowerment Solutions

Overview

Today's demands for increased productivity, faster turnaround times and greater innovation provide opportunities for Office Professionals, Executive Assistants, Support Personnel and Administrative Assistants to take on more strategic roles in their organizations. This places more responsibilities on these people. The most valued professionals are those who create greater value by taking a more strategic view of their role, have strong personal leadership skills, are able to help influence change, drive initiatives and manage stakeholder perceptions and expectations. This workshop provides emotional intelligence tools to help you achieve greater self-confidence, assertiveness and emotional flexibility at work.

How you will benefit

- Use emotional intelligence to gain an honest and accurate awareness of yourself
- Monitor and adapt your own emotions and behaviours for your benefit and that of your team and department
- Find your personal source of inspiration by finding and crafting a vision for your career that resonates emotionally with you
- Develop the self-confidence to drive and lead initiatives and create results
- Help your manager and colleagues create an atmosphere that fosters emotional intelligence and high performance
- Be an even more effective influencer of the emotions and motivations of others you work with
- Be clear about how to manage your various priorities and develop the discipline of focusing on what's more strategically important
- Develop a flexible emotional response style to a broad variety of workplace situations

Who should attend

All office, executive and administrative professionals who want to exhibit more professional savvy, express ideas more clearly, and enhance their self-confidence through emotionally intelligent behavior.

- Executive/Personal Assistants
- Executive Secretaries
- Administrative Assistants
- Secretaries
- Office Managers
- Research Assistants
- Media Assistants
- Editorial Assistants
- Marketing Assistants
- Legal Secretaries

What previous delegates are saying...

"I don't believe I have ever got so much out of one person's delivery as I did yours. Thank you for sharing your experience and knowledge with us. I know I will be a better employee and team leader for you having imparted those skills on me." **J. Franklin, Executive Assistant to the CEO & Mayor, Campbelltown City Council, South Australia,**

"Very enjoyable – I was concerned that having been an EA for almost 20 years that I had nothing new to learn – I was wrong!! I got more out of it than I expected!" **EA, Canberra**

"The seminar really motivated me to go outside of my comfort zone. I feel more confident to try some new approaches to communicate with my audience." **EA, Canberra**

"Inspirational speaker. I got the nudge needed to make things happen! I'm now able to see things from my boss' perspective as well and can stop the blame game!!", **EA, Melbourne**

"Re-focussed my energies whilst working in a negative environment. Learned to live my inner passion and enjoy the adventure until I reach my destination. Dominic clearly and simply articulated the information and demonstrated how it worked in business by examples." **EA, Melbourne**

What will be covered

What is Emotional Intelligence?

Emotional intelligence helps you realize your full potential and be regarded as a Trusted Advisor.

Understanding Yourself

- Self-awareness exercise: your emotional competency profile
- Developing greater self-awareness of strengths and non-strengths
- Getting clear career direction
- Finding your personal motivation and drive
- Building the self-confidence to realize your full potential
- How others might perceive you

Managing Yourself

- How to identify and work on the activities that truly matter
- Managing multiple priorities
- Meeting deadlines and commitments
- The importance of trusting yourself
- Emotional self-control
- Language of the trusted advisor
- Coping with change

Understanding Stakeholders

- Understanding and managing expectations and perceptions
- Developing empathy through active listening skills
- Finding and working with the hidden agenda

Managing Your Relationships

- Understanding the behaviours that build relationship trust
- Influencing others to action
- Helping your manager lead even more effectively
- Asserting yourself
- Strengthening teamwork
- Getting and giving feedback from your performance appraisals

Master Trainer - DOMINIC SIOW

FOUNDER, MOTIVATIONAL SPEAKER, PEAK PERFORMANCE CONSULTANT, EQ STRATEGIST

Dominic is founder and principal consultant of EQ Strategist, a consultancy specialising in Peak Performance and Emotional Intelligence. Having experienced success as a senior executive in the I.T. industry, Dominic discovered a knack and passion for empowering others with the habits and strategies that distinguish peak performers from the rest. His talks and workshops on realising one's full potential have benefited thousands across Australia, NZ and South East Asia. For the past three years, his customised workshops for Office Professionals, Executive and Administrative Assistants have been a huge success.

Dominic is part of the Robbins Research Institute's Senior Leadership team, an accredited Master Practitioner of Neuro-Linguistic Programming (NLP), a certified DISC Practitioner and has undergone training with the Coaches Training Institute (CTI). He lives a full and fulfilling life in Sydney with his wife, Sue, who trains with him and three children.



REGISTRATION FORM

THE HIGH EQ OFFICE PROFESSIONAL: BEYOND ADMINISTRATOR TO TRUSTED ADVISOR

Register by: Tel: 02 8901-3239 Fax: 02 9475-5378 Email: info@eqstrategist.com

Your Investment: \$1,568.00 (inc GST) Early Bird Special: \$1,388.00 (inc GST)

What You Get:

- 2-day Workshop ■ Full workshop Notes and Participant Workbook
 - Morning Tea, Lunch and Afternoon Tea both days
- Professional Training/Conference Centre Facilities ■ EQ Self-Assessment – valued at \$98.00
 - 30 minute Post-Workshop One-on-one Phone Coaching – valued at \$150.00

Please select Location & Date:

- | | |
|--|--|
| <input type="checkbox"/> Adelaide 12 th & 13 th May 2010 | <input type="checkbox"/> Melbourne 13 th & 14 th July 2010 |
| <input type="checkbox"/> Sydney 19 th & 20 th May 2010 | <input type="checkbox"/> Brisbane 11 th & 12 th Aug 2010 |
| <input type="checkbox"/> Canberra 6 th & 7 th July 2010 | |

1st Delegate

Name _____

Title _____

Email _____

2nd Delegate

Name _____

Title _____

Email _____

3rd Delegate

Name _____

Title _____

Email _____

For additional delegates, please use a separate form or email us the details

Organisation _____

Address _____

Tel _____ Fax _____

Signature _____

- Invoice will be sent after receipt of registration
- Please quote invoice numbers for EFT payments
- Please make payment BEFORE the workshop

Please debit my: Visa / Mastercard

Card number: ____ / ____ / ____ / ____

Expiry date: __ / __

Card holder's name: _____

Team discounts – only 1 discount applies

- Register 3 or 4 participants and get 10% off each registration
- Register 5 or more participants and get 15% off each registration

Privacy

We do not send out emails, hard copies or faxes without the consent of the receiver.

Program changes

We reserve the right to make changes to the date and venue of the program

Cancellation policy

- Cancellations made 3 weeks before the event will receive a complete refund.
- Cancellations made within 3 weeks of the program will be liable for the full fee with no refund. In this situation, we will either issue you with a credit note (minus a 10% administrative fee) that you can use towards any of our future events up to the same investment amount or you can choose to transfer your enrolment to another delegate.
- If the future event is not held for any reason, our liability will be limited to the event fee only.
- In any event, our liability is limited to the event fee only.