

Tuesday 21 September 2010 10.00-11.00

**W1 Delivering the Results Your Manager Really Wants**

Isabel Kennedy &amp; Danielle Littlejohn, Reed Learning

Many PAs experience the strain of conflicting demands placed on them by their managers. This lively and interactive workshop will help you establish your manager's preferred working style and enhance your working relationships through mutual respect. In this session, you'll learn how to understand what your manager REALLY wants from you, identify and appreciate the working style of your manager and other key stakeholders, tailor your communications for maximum impact and use powerful techniques to tap into the core values of others.

Tuesday 21 September 2010 11.30-12.30

**W2 The Art of Being a Brilliant PA**

Isabel Kennedy &amp; Danielle Littlejohn, Reed Learning

PAs have a pivotal role in coordinating and cascading information throughout their organisation. This invaluable workshop is aimed at those looking to enhance their visibility, interpersonal skills and personal impact, in order to enhance contribution at work. Discover how to understand the different elements of communication and how they work together, identify what excellent communication looks (and sounds) like, interpret the "hidden messages" that we send out and use NLP techniques to build and enhance rapport with others.

Tuesday 21 September 2010 13.00-14.00

**W3 Expert Management Techniques for Senior PAs**

Isabel Kennedy &amp; Danielle Littlejohn, Reed Learning

Managing your boss is one thing, but many Executive PAs are now finding themselves responsible for staff, with very little training or support. This engaging and invaluable workshop will help you understand what the role of a manager entails and unlock the secret to motivating your team to deliver real results. You'll learn how to develop and adapt your management style, overcome the barriers to successful delegation, set clear objectives and give feedback without fear, and also how to inspire and motivate your team to success.

Tuesday 21 September 2010 14.30-15.30

**W4 Making Impact in Meetings**

Isabel Kennedy &amp; Danielle Littlejohn, Reed Learning

If ever you've found yourself struggling to stand out during meetings, this seminar will make a real difference. It will share the secrets of making a confident impression while delivering your message with genuine credibility. Learn how to:

- Create a confident impression.
- Build rapport effectively.
- Present your viewpoint assertively.
- Minimise and manage potential conflict

Tuesday 21 September 2010 16.00-17.00

**W5 PA Power in Just an Hour**

Isabel Kennedy &amp; Danielle Littlejohn, Reed Learning

Your ideas are only as powerful as your ability to communicate them with conviction. Enhance your power of persuasion and make your voice heard with our dynamic and highly interactive workshop. This powerful session will teach you how to unlock the secret to powerful communication, and learn how to communicate and implement decisions with conviction, plan and present a powerful proposal, and overcome and handle any objections and concerns.

Tuesday, 21 September 2010 10.00-11.00

**W6 Personal Impact Through Body Language**

Jean Sutcliffe &amp; Ian Caldecourt

Everyone knows the importance of body language, but this session takes a short practical look at the small changes you can make that will have a big impact. Perception is reality. So how do you want to be perceived? Learn how to look for clues in non-verbal behavior, discover do-able changes that promote instant results and create your own state of excellence in threatening situations. See how you can make a Personal Impact Through Body Language...

Tuesday, 21 September 2010 11.30-12.30

**W7 Influencing and Negotiating for Success**

Jean Sutcliffe &amp; Ian Caldecourt

At times we all need to influence and persuade people. This session will guide you through some powerful tools to help win others over. Learn how the right technique at the right time is crucial to your success, how to influence upwards, the barriers and how to overcome them and how to communicate in a persuasive and influential way. After all people are so diverse using the same old tactic is not always going to work.

Tuesday, 21 September 2010 13.00-14.00

**W8 Managing Difficult Situations**

Jean Sutcliffe &amp; Ian Caldecourt

Whether it's your boss, your colleagues or your customers, there are always difficult situations to overcome. This session offers a host of practical tips on how to manage them and make these situations easier to handle. Learning how to recognise conflict and the communication styles that make situations difficult, will help you overcome challenges and ultimately give you more confidence.

Tuesday, 21 September 2010 14.30-15.30

**W9 Being the Best You Can Be**

Jean Sutcliffe &amp; Ian Caldecourt

In challenging times you need to prove just how brilliant you are. With increasing pressure to be even more efficient, this informative session shows you which of the key areas you need to focus on, to make yourself truly indispensable. Topics covered, include being the ambassador for your boss, beyond brilliant – understanding and supporting your boss' business priorities, working with new teams and multiple managers, and staying positive through change.

Tuesday, 21 September 2010 16.00-17.00

**W10 Top Project Management for the Office Professional**

Paul Richardson

As the role of the office professional grows and expands, Project Management becomes a key skill in the changing market. This session gives an introduction to project management and an overview of the key skills required, including how a project is defined, its life cycle and the top tips every project management beginner needs.



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### W11 The Golden Rules of HR

Mark Slattery, Director HR Insight Limited

Getting the best out of you employees can be tough, and having to keep up with employment law at the same time only makes the job harder. This interactive seminar will deal with the golden rules of getting HR and the management of your people right. From using contracts that really support your business to handling difficult situations, this session will set out the HR basics that enable you to motivate your team and put you in a strong position to deal with people related issues as they arise without loading you down with an administrative nightmare.

Tuesday, 21 September 2010 11.30-12.30

### W12 Power Point with Punch

Anna Rozyk, Assistant Training Manager – Pitman Training High Holborn

Death by PowerPoint, how many times have you lost the will to live? How do you ensure your slide show enhances your presentation? How do you add images, video, sound, animation and much more, to ensure WOW not woe? Simple, let the Pitman Training PowerPoint professionals show you how to bring your next presentation to life.

Tuesday, 21 September 2010 13.00-14.00

### W13 From Invisible to Famous

Nicky Pattinson

This will be a very thought out and powerful event - what worked in 1965 is obsolete now. This is the key to business success in the 21st century. You will not find this life changing and unique material in any text book or regular 'seminar'. During this powerful and inspirational event you will learn what people really buy and how to sell ourselves into fame at what we do. You'll learn how to use what you've got and create your own personal 'space' that moves you forward and engages you in business. Dispel the fear that stops you creating the chances you deserve and what holds you back, introduce and position the rest of your team as the only people to be with. Discover how to 'work a reception' and not die as soon as you walk through the door. Plus learn 'Magnetic' Trance Breaking behaviour that works with everyone and everywhere - even with the people you thought you'd lost...

Tuesday, 21 September 2010 14.30-15.30

### W14 Marketing Techniques for Office Professionals

Julia Mulligan, Sixteen Hands

Marketing often falls within the remit of office professionals. This seminar offers practical advice on how to get marketing right, whether you're tasked with the job yourself, or have the help of external agencies. Topics covered include the importance of clear objectives and evaluation, how to write a press release that will get published, and hints and tips on effective brochure design, e-mail marketing - creating engaging newsletters and emails, the secrets of effective copy writing. Plus, how to brief and work with an agency or designer and the key principles behind website design.

Tuesday, 21 September 2010 16.00-17.00

### W15 Top Tips on Super Efficiency

Shilpa Wymer, Pitman Training High Holbourn and Notting Hill

In a world where being efficient can mean the difference between having a job or not, the ability to save seconds with every key stroke and produce that document not just quicker but accurately first time has never been more important. If knowledge is power, come and see how you can be more productive by releasing the full power of your PC, operating system and software by letting your fingers work smarter not harder. We guarantee that after listening to this presentation you will no longer tolerate the inefficient two fingered typist stumbling blindly around software.

Tuesday, 21 September 2010 10.00-11.00

### W16 What's My Communication Style?

Kay Buckby, The Development Company

"Why can't they communicate like me?". If this something you often think when working with people you don't understand, then come along to this participative session to explore your preferred communication style. Find out how to assess the style of others (there is no right style!), adapt your style to the situation, develop your least preferred style and influence people to communicate effectively. Each attendee will take away a comprehensive handout explaining the styles and how to influence each style.

Tuesday, 21 September 2010 11.30-12.30

### W17 Top Tips of Building Successful Networks

Rosemary Parr, Global PA Network

In this session, Rosemary Parr of Global PA Network will offer tips on increasing your personal power through social networking and making connections that work for you. She will also show you how to build an internal network in the workplace that unites, supports and champions the PA community.

Tuesday, 21 September 2010 13.00-14.00

### W18 Essential Minute Taking Skills

Kay Buckby, The Development Company

Why not take a new approach to a key skill? Accurate minutes are essential for effective meetings. In this session, you'll find out how to take the pressure off. Minute taking is a team effort, so who does what? Learn how to prepare for effective note taking, what minutes should and should not contain, and how to take a logical approach to note taking and its practise. Each attendee will receive a voucher for 10% off the Development Films video on Minute Taking skills (offer valid for purchases made during Office 2010 only).

Tuesday, 21 September 2010 14.30-15.30

### W19 The Secrets of Boosting Your Inner Confidence and Attracting New Career Opportunities

Carmen MacDougal, The Virtual Assistant Coaching and Training

This truly inspiring and informative seminar will provide you with the powerful tools you need, and can use immediately, to assist you with learning how to boost your inner confidence and self-esteem by adopting the behaviour, mindset and communication style of a confident person. Stop holding yourself back - learn how to overcome your fears, self-defeat and negativity and start to achieve your potential, personally and professionally. Learn how to effectively and confidently handle change in your career and how to turn it into your golden opportunity. Discover the secrets (that actually work) of attracting opportunities you desire and deserve... new job or start your own business? (With an overview of Virtual Assistant.)

Tuesday, 21 September 2010 16.00-17.00

### W20 The Corporate Ambassador

Susie Barron-Stubley, Castalia Coaching Ltd

Step into your full potential as an influential and successful member of the leadership team. Discussing how to project the authority that your role as a PA gives you, this session will help you develop your own personal "Aura of Authority", develop your reputation as a well connected, approachable and knowledgeable member of the leadership team, and develop the influential relationships internally and externally, which underpin the relationships of your boss. Learn how to fine hone your PR skills to promote your Manager and Office to guarantee confidence, and how to manage the expectations of your boss and your colleagues providing consistency and stability.

## Office\* Theatre 2

Tuesday, 22 September 2010 10.00-11.00

**W21 Smart Email Management**

Monica Seeley, Mesmo Consultancy

How much time do you really need to spend dealing with email each day? What if you could: Save time dealing with your own (and your boss's) inbox? Manage attachments more efficiently? Reduce the number of rounds of email 'ping-pong'? Limit the level of inbox stress? And Improve your knowledge of your email software? In this session Dr Seeley will show you how, by applying a few simple techniques, you can reclaim your life from the inbox (both your own and your boss's).

Tuesday, 22 September 2010 11.30-12.30

**W22 Managing Your Work / Life Balance**

Robert Russell, Mindset Synergy

Why do more and more of us find it hard to cope with juggling the existing demands of modern life? Has life become more stressful in the new millennium? And if so is there anything we can do about it? After attending this seminar with personal development trainer, Robert Russell PhD, you will understand what stressors are and how they can affect each of us differently. You will be able to identify the key drivers that potentially create pressure in your life and how they impact between our career and personal life. The topics covered and the solutions outlined will allow you to access the resources within you to create balance and efficiency both at home and in the workplace.

Tuesday, 22 September 2010 13.00-14.00

**W23 The Definitive PA Masterclass**

Sue France, EUMA

How to make the boss PA relationship work. Learn: Tips on communication skills from body language to questioning skills, Strategies for gaining mutual respect, How to make empowerment work for you, Conflict management and dealing with boss's most difficult characteristics, Time management and multi tasking – without stress, Why is networking important? And Top tips into what makes a successful Personal Assistant. Sue brings her session to life with her anecdotes and real life examples of her time as a PA. Sue's experience and knowledge together with her enthusiasm for the PA role is extremely motivating and uplifting.

Tuesday, 22 September 2010 14.30-15.30

**W24 Facilities Management for the Office Professional**

Chris Hoar, FMA

A Bad day at the office: The presentation sets out to explain the importance of Facilities Management to our every day working lives. How FM affects the profitability of companies and ultimately the economy of the UK.

Tuesday, 22 September 2010 16.00-17.00

**W25 Writing Persuasive Communications**

Heather Baker, Baker Thompson Associates

In today's hectic work environment emails can be sent with little thought to their impact and objectives. Emphasis is put on speed rather than quality and effectiveness; this can ultimately result in loss of time, money and success. In this session you will look at: Planning and preparation, Purpose, Proofreading, People – who is your readership? And Persuading readers to fulfil your requests. Discover ways to ensure you can quickly achieve your objectives and obtain positive results from your written communications. You will also compile a plan for your continuing development; be prepared to act differently..



## Reed Learning Theatre

Wednesday 22 September 2010 10.00-11.00

**W26 Delivering the Results Your Manager Really Wants**

Isabel Kennedy &amp; Danielle Littlejohn, Reed Learning

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**W27 The Art of Being a Brilliant PA**

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**W28 Expert Management Techniques for Senior PAs**

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**W29 Making Impact in Meetings**

Isabel Kennedy &amp; Danielle Littlejohn, Reed Learning

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- Create a confident impression.
- Build rapport effectively.
- Present your viewpoint assertively.
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Wednesday 22 September 2010 16.00-17.00

**W30 PA Power in Just an Hour**

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**W31 Personal Impact Through Body Language**

Jean Sutcliffe &amp; Ian Caldecourt

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**W32 Influencing and Negotiating for Success**

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**W33 Managing Difficult Situations**

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**W34 Being the Best You Can Be**

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**W35 Top Project Management for the Office Professional**

Paul Richardson

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**W37 From Invisible to Famous**

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**W38 Top Tips on Super Efficiency**

Shilpa Wymer, Pitman Training High Holbourn and Notting Hill

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**W39 The Golden Rules of HR**

Mark Slattery, Director HR Insight Limited

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**W40 Power Point with Punch**

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## Office\* Theatre 1

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**W41 What's My Communication Style?**

Kay Buckby, The Development Company

"Why can't they communicate like me?". If this something you often think when working with people you don't understand, then come along to this participative session to explore your preferred communication style. Find out how to assess the style of others (there is no right style!), adapt your style to the situation, develop your least preferred style and influence people to communicate effectively. Each attendee will take away a comprehensive handout explaining the styles and how to influence each style.

Wednesday, 22 September 2010 11.30-12.30

**W42 Top Tips of Building Successful Networks**

Rosemary Parr, Global PA Network

In this session, Rosemary Parr of Global PA Network will offer tips on increasing your personal power through social networking and making connections that work for you. She will also show you how to build an internal network in the workplace that unites, supports and champions the PA community.

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**W43 Essential Minute Taking Skills**

Kay Buckby, The Development Company

Why not take a new approach to a key skill? Accurate minutes are essential for effective meetings. In this session, you'll find out how to take the pressure off. Minute taking is a team effort, so who does what? Learn how to prepare for effective note taking, what minutes should and should not contain, and how to take a logical approach to note taking and its practise. Each attendee will receive a voucher for 10% off the Development Films video on Minute Taking skills (offer valid for purchases made during Office 2010 only).

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**W44 The Secrets of Boosting Your Inner Confidence and Attracting New Career Opportunities**

Carmen MacDougal, The Virtual Assistant Coaching and Training

This truly inspiring and informative seminar will provide you with the powerful tools you need, and can use immediately, to assist you with learning how to boost your inner confidence and self-esteem by adopting the behaviour, mindset and communication style of a confident person. Stop holding yourself back - learn how to overcome your fears, self-defeat and negativity and start to achieve your potential, personally and professionally. Learn how to effectively and confidently handle change in your career and how to turn it into your golden opportunity. Discover the secrets (that actually work) of attracting career opportunities you desire and deserve... new job or start your own business? (With an overview of Virtual Assistant.)

Wednesday, 22 September 2010 16.00-17.00

**W45 The Corporate Ambassador**

Susie Barron-Stubley, Castalia Coaching Ltd

Step into your full potential as an influential and successful member of the leadership team. Discussing how to project the authority that your role as a PA gives you, this session will help you develop your own personal "Aura of Authority", develop your reputation as a well connected, approachable and knowledgeable member of the leadership team, and develop the influential relationships internally and externally, which underpin the relationships of your boss. Learn how to fine hone your PR skills to promote your Manager and Office to guarantee confidence, and how to manage the expectations of your boss and your colleagues providing consistency and stability.

## Office\* Theatre 2

Wednesday, 22 September 2010 10.00-11.00

**W46 Smart Email Management**

Monica Seeley, Mesmo Consultancy

How much time do you really need to spend dealing with email each day? What if you could: Save time dealing with your own (and your boss's) inbox? Manage attachments more efficiently? Reduce the number of rounds of email 'ping-pong'? Limit the level of inbox stress? And improve your knowledge of your email software? In this session, Dr Seeley will show you how, by applying a few simple techniques, you can reclaim your life from the inbox (both your own and your boss's).

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**W47 Managing Your Work / Life Balance**

Robert Russell, Mindset Synergy

Why do more and more of us find it hard to cope with juggling the existing demands of modern life? Has life become more stressful in the new millennium? And, if so, is there anything we can do about it? After attending this seminar with personal development trainer, Robert Russell PhD, you will understand what stressors are and how they can affect each of us differently. You will be able to identify the key drivers that potentially create pressure in your life and how they impact between our career and personal life. The topics covered and the solutions outlined will allow you to access the resources within you to create balance and efficiency both at home and in the workplace.

Wednesday, 22 September 2010 13.00-14.00

**W48 The Definitive PA Masterclass**

Sue France, EUMA

This informative workshop discusses how to make the boss/PA relationship work. Learn effective communication skills from body language to questioning skills, and strategies for gaining mutual respect. Discover how to make empowerment work for you, all about conflict management and dealing with your boss's most difficult characteristics. Time management and multi tasking – without stress, and the importance of networking will all be covered, as will top tips into what makes a successful Personal Assistant. Bringing her session to life with a wealth of anecdotes and real life examples of her time spent as a PA, Sue's experience and knowledge together with her enthusiasm for the PA role is extremely motivating and uplifting.

Wednesday, 22 September 2010 14.30-15.30

**W49 Facilities Management for the Office Professional**

Chris Hoar, FMA

This presentation aims to explain the importance of Facilities Management to our everyday working lives, and how it affects the profitability of companies and ultimately the economy of the UK.

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**W50 Writing Persuasive Communications**

Heather Baker, Baker Thompson Associates

In today's hectic work environment emails can be sent with little thought to their impact and objectives. Emphasis is put on speed rather than quality and effectiveness; which can ultimately result in loss of time, money and success. In this session you'll look at planning and preparation, purpose, proofreading, people (who is your readership?) and persuading readers to fulfil your requests. Discover ways to ensure you can quickly achieve your objectives and obtain positive results from your written communications. You will also compile a plan for your continuing development; be prepared to act differently...

# office\* Speaker Biographies

## HEATHER BAKER



Heather Baker had over 20 year's of secretarial/PA experience before establishing Baker Thompson Associates in 2000. She worked for ICI and Hewlett Packard, spent 5 years in France as PA to the Commercial Director of Cognac Hine, and then 10 years with

Granada Media working up to Personal Assistant to the Managing Director. Heather holds a Paris Chamber of Commerce bilingual secretarial diploma and she is a Certified NLP Practitioner. She travels all over Great Britain and the Channel Islands to motivate and develop staff in many different organisations. She gives presentations at PAs and secretarial seminars and delivers courses in the Middle and Far East. Heather conceived the BakerWrite system of speedwriting and her book on the subject was published in May.

## SUSIE BARRON-STUBLEY



Susie Barron-Stubley is a highly respected coach and trainer, who has worked with some of the highest level, influential Executive Assistants around the world. As Managing Director of Castalia Coaching & Training, a specialist company dedicated to the personal and professional development of PAs, she supports PAs to set ambitious standards and challenge the established boundaries of their perceived roles.

Having spent 10 years herself as a PA and Executive Assistant, her unique insight into the world of the Executive PA brings a distinct quality and depth to her specialist development programmes.

## KAY BUCKBY



Kay Buckby is a facilitator who likes people, which is why she loves the job she does! Kay is as comfortable speaking in front of 150 people as she is training, facilitating and one-to-one coaching. Her favourite subject areas are communication, interpersonal skills and networking

skills. Having worked as a PA to a Sales team and as an Executive PA, she has over 20 year's of experience to share with others. She is also an Ambassador for Northamptonshire - so keep her off the subject of the County of her ancestors or you won't be able to shut her up!

## IAN CALDECOURT



With a career in Learning & Development spanning over 20 years, Ian Caldecourt brings a vast level of experience to the conference. A regular presenter at conferences for the Office Professional and other L&D events, Ian specialises in bringing

a real life approach to his sessions. His informal, energetic delivery engages the audience and gives them many golden nuggets to take back to the workplace.

## SUE FRANCE



Sue France is an author, trainer and coach for PAs, and also the UK Chairman for European Management Assistants, a voluntary secretarial networking organisation for the development of PAs. Sue worked her way up from being a typist to a secretarial

training manager of a global accounting firm by attending University as a part time student, where she went on to be awarded a post graduate diploma in human resource management and became a Fellow member of the Chartered Institute of Personnel and Development. Sue worked at Persuasion as PA to the Founder, and as a coach and trainer of PAs in the UK and overseas, she now owns her own training company.

## CHRIS HOAR



Chris Hoar started his career working in the oil and gas industries in the 1980's before moving to construction where he was Sales and Marketing Director for Rosser and Russell then Norwest Holst. After Norwest Holst he moved back to Compass Group

as Sales and Marketing Director in the UK. From Compass he returned to construction by becoming Sales and Marketing Director for St Gobain, the French construction group in the UK. When he left St Gobain he set up his own consulting business helping SMEs in Berkshire, one of which he eventually joined one as Commercial Director (@UK); finally being part of the team that floated the company on the London Stock Exchange. After a short sabbatical he joined the FMA as Director General.

## ISABEL KENNEDY



Isabel Kennedy has over ten year's experience working with Reed Learning as a senior trainer. Prior to this, she worked as an HR Manager for Marks & Spencer, having worked through their notoriously demanding Graduate training programme. Isabel is a highly

experienced and diverse Learning and Development practitioner, having developed and delivered several specialist training programmes across a number of public and private sectors. These include Health Care, Welfare to work, Education, Finance and Engineering. She has proven her expertise in both sales and management and HR, including the design and implementation of a new appraisal system for Marks & Spencer, and numerous learning events within the field of Employment Law.

## DANIELLE LITTLEJOHN



Danielle Littlejohn is a dynamic and engaging permanent trainer for Reed concentrating on specialist programmes aimed at secretarial and support staff. Prior to becoming a trainer, she built up 11 year's of experience working as a member of various

support staff teams within the industries of Food, Finance and Law. Having worked her way up the ladder across a diverse range of organisations she has a thorough understanding of the enormous variations of requirement in similar sounding roles. Dani has found her extensive experience as an Executive Assistant as well as her substantial HR background, a real advantage in understanding and appreciating the needs of delegates on the Professional PA and Secretarial Skills Certificate.

## CARMEN MACDOUGAL



An internationally recognised Master Neuro Linguistic Confidence Coach, and Trainer, Carmen MacDougal has helped over 700 PAs boost their confidence in their career change or progression - helping them to reach their personal and

professional potential. As well as helping many to start and run their own successful business, many as a Virtual Assistant. She is considered the market-leader in the VA industry having founded The National VA Conference & Awards in 2007 and is MD for the International Association of VAs (iava.org.uk). Carmen is a regular motivational and business speaker around the UK and Europe supporting the PA industry, she is an author as well as a mum to two young daughters.

## JULIA MULLIGAN



Julia Mulligan began her career in the publishing industry, where she promoted a wide range of books and magazines to consumers and the trade. Following a move into the advertising world, Julia spent ten years working on major accounts in the UK and overseas. Then, after a

spell as Marketing Director of the Racing Post, she set up Sixteen Hands in her hometown of Leeds. Current clients include a mixture of national and local businesses whilst the work covers the full marketing mix, including online. Julia combines marketing expertise with hands-on skills, which means she understands the practical needs of office professionals.

## ROSEMARY PARR



Rosemary Parr established The Global PA Network in 2006. It's a network that offers career advice, recruitment, training and motivation to office professionals across the world. The network has established links in Indonesia, Thailand, Philippines, Mauritius, Australia, Spain, Ireland

and the UK. Rosemary is a former PA herself, and she believes passionately in supporting and developing individuals in the workplace to be the best they can be. Her vision led to working in collaboration with Kingston University Business School on the largest academic research ever undertaken into the Secretarial/PA Profession. This research has highlighted the need for more career training and development for office professionals. BT Conferencing support the Global PA Network and together they reach an audience of thousands of PAs and offer them motivational webinars and advice on using conferencing within their role.

## NICKY PATTINSON



Nicky Pattinson is not like anyone else you'll ever meet. Funny, direct, surprisingly gentle and empathic amazingly intuitive ...and yes - quite often manic!!! You'd have to be a dab hand at creating a tale like this one. Real-life northern drama, comedy, tragedy, crime and passion,

and a story that, when told, reduces audiences to tears of sadness, joy and ultimately lifts them to new highs of hope and ambition. Yes, it's a good one. Nicky has effectively rewritten the books on forging business relationships with companies which, up to then, had only been her client's dreams. They watched in amazement, as she opened the doors to hundreds of thousands of pounds worth of new business, and made a name for herself, which has spread as fast as her reputation has continued to grow. "When we met I couldn't decide if she was a deluded crazy girl - or a motivation genius. Let me categorically state, it's the latter" Tim Davey, Chairman, Northside Mercedes.

**PAUL RICHARDSON**



Paul brings to the classroom a wealth of experience working in project environments for a number of large organisations, most notably Rolls-Royce, with whom he has helped develop a global competency model for their Project Management community. His anecdotal style and ability to relate the content of the course to real life, make for a truly rich learning experience, a world away from the dreaded 'Death by PowerPoint' approach to training! Paul is a qualified PRINCE2 Practitioner and Approved Trainer and has also attained the APMP qualification through the APM.

**ANNA ROZYK**



Anna is responsible for helping up to 1000 students achieve their training goals every year. Highly educated with BA degrees in both Political Studies and HR Management, Anna also has a Masters degree in European Studies. A real self-starter, she is an experienced IT trainer and Anna will today demonstrate how to create PowerPoint presentations that will make even the most challenging subject sparkle.

**ROBERT RUSSELL**



Robert Russell (PhD) is the founder of personal development company MindsetSynergy. His current focus is running personal development and stress management courses, his therapy practice at London's Hale Clinic, supporting his clients on a one-to-one basis, and motivating company staff to perform at their full potential. He trains students to become therapists in Hypnotherapy, NLP and CBT and helps support sportsmen and women achieve their goals by positive visualisation. Along with his existing private practice and course work, Robert has made several guest appearances on British, European, American and Australian television programmes discussing numerous aspects of his work and has been regularly featured in the national and international press.

**DR MONICA SEELEY**



Dr Monica Seeley, founder of Mesmo Consultancy, is an international leading expert on email best practice. She specialises in enabling organisations and individuals to manage their inbox more effectively to improve business performance. Drawing on a wealth of experience Dr Seeley's workshops are pragmatic, very amusing and provide plenty of food for thought on how to manage your time at the inbox. Monica is a Senior Visiting Fellow at Sir John Cass Business School, City University. Her research studies include

the use of social networking tools to gain sustainable business benefits. Monica is a respected commentator on the effective strategic use of electronic communications. Until 2008 she was author of The Times Crème Section column 'PC stress Busters' and is co-author of 'Managing in the Email Office'.

**MARK SLATTERY**



Mark Slattery is a Director at HR Insight Limited with over ten years experience in general management and HR management roles and has supported businesses in a wide variety of sectors. He has considerable experience working with directors to develop and implement people strategies that support their businesses, tackling clients' critical employment issues and mentoring and coaching directors and managers to manage their staff more effectively. Areas of specialism include organisational restructuring and reorganisation projects, the development of performance review and reward systems and the development of management and supervisory skills through a variety of training and development media. Mark is well regarded for his ability to present in a clear and uncomplicated way, offering many practical real-life case histories and examples.

**JEAN SUTCLIFFE**



Jean Sutcliffe has been a learning and development specialist for ten years, and has considerable experience in research, design and delivery of personal development programmes. Jean is a regular presenter at Office Professional conferences where she can pass on experience and knowledge through her passionate and interactive delivery. Jean spent 20 years working for Barclays Bank as a Senior PA to a Board Director, which equipped her with a wealth of practical experience and knowledge for the Office Professional...

**SHILPA WYMER**



Shilpa has a passion for workplace efficiency. "Being the mother of a 3 year old daughter while managing two teams of staff in our busy training centres means using every trick in the book to get the most productivity out of every hour at work, otherwise I'd never get home!" she exclaims. Shilpa's drive for super efficiency started prior to joining the Pitman Training network when she was Managing Director of Hotlines Call Centre Group, operating call centres in London, Glasgow and Mumbai, while her training background started when she was Training Manager for Fidelity Investments. She expects the same super efficiency from her loyal staff, most of whom have been Pitman Training students, so they know how to systemise their activities for maximum productivity.