# Legal EA & PA **Conference**

Trail blaze your career to success

18-19 August 2008 Amora Hotel Jamison, Sydney

> 20-21 August 2008 Stamford Plaza, **Brisbane**

### Don't miss this opportunity to:

Conference and

Workshop

Book 2 and 3rd

comes FREE!

**BE EMPOWERED**, inspired, recognised and valued - boost your performance!

**SURVIVE** in a fast-paced legal environment and cope with demanding, diverse and expanding responsibilities

**DISCOVER** key success factors of top legal EAs & PAs

**MANAGE** diverse personality types in the workplace and minimise client complaints and conflict

**BUILD** your support network of professional and personal contacts in an exceptional networking environment

### **Register Today** www.lexisnexis.com.au/pd

### Legal speakers from top law firms include:

Jennifer Farrell, Judicial Assistant, Federal Court of Australia

Alyssa Hurst, EA to Chief Executive Partner. **Mallesons Stephen Jagues** 

T'ese Butler, PA to National Managing Partner, Sparke Helmore Lawyers

Laura Yong-Xu, PA to Partner, Maddocks

Dawn Brackenbury-Hart, Legal Assistant, Deacons

Susan Turner, PA to Partner, Clayton Utz





Product of:





### SYDNEY – Pre-Conference Workshops: Monday 18 August 2008

1:00

#### 8:00 Workshop registration

9:00 SESSION A

#### Leadership, management & coaching: inspiring through leadership

What does it take to be an effective leader? This intensive workshop is designed for career-driven, business-savvy legal executive assistants who aspire to be effective and inspirational leaders.

- Becoming a leader, a motivator and a coach in your organisation
- Boosting team morale and executing effective team-building techniques
- Discovering your leadership style
   Enhancing productivity and
- Enhancing productivity and communication effectiveness

• Assertiveness techniques Reay Mackay, Managing Director, V-M Group

#### SESSION B Developing the X-Factor: Communication & Influence Negotiation & Conflict Resolution

- Discovering the dynamics of communication
- Fine-tuning your communication skills – getting your message across
- Understanding personality types
- Communicating with confidence
   and professionalism at all levels
- Assertiveness techniques to increase confidence, professionalism and expand your sphere of influence
- Negotiating to achieve positive, win-win and satisfying outcomes
- Transforming the negative to the positive: resolving conflict
- Developing the ability to influence *Chris Whitecross, Managing Director, Arrowdynamics*

#### 3:30 SESSION C Emotional Intelligence: The key to success

Sue will provide an insight into emotional intelligence (EI) and why it is fast becoming a key competency in many companies.

- What is El?
- The legal case for El what has it got to do with me?
- Incorporating El into your world
- Measuring El
- El tools and tests
- Developing El
  - emotions and how to use them effectively
  - understanding the Partners' emotional triggers
  - managing your emotions with your boss

#### Sue Langley, Director, Emotional Intelligence Worldwide

12:00 Networking lunch for full day delegates

5:30 Close of workshop

### SYDNEY – Conference: Tuesday 19 August 2008

#### 8:30 Conference registration

#### 8:45 Welcome from the Chair

*Roz Curnow, Director, Institute of Legal Executives* (Australia) Limited, CEO, Institute of Legal Executives (Victoria)

- 9:00 Becoming a legal eagle: Getting a head start in the legal industry
  - Demarcating your responsibilities, roles and duties: the evolving role of legal secretaries, EAs and PAs
  - Mastering the legal system, processes and legal partnership structure
  - Examining the pivotal role of the government and other key and vital institutions
  - Aligning yourself with the firm's goals
  - Understanding the law and how it relates to your role *Laura Yong-Xu*, *PA to Partner*, *Maddocks*

9:30 **KEYNOTE PRESENTATION** 

#### Your future: Trail blaze your career in legal

- Valuing your role within the firm as the backbone of the organisation – assessing and advancing your promotion prospects
- Reaching your full potential as a legal EA & PA
  - discovering your needs, wants and desires and filling the gaps
- Mission, vision and goals: Mapping your career direction and snapping up opportunities without compromising your role
- Discovering pathways towards becoming a paralegal *Helen Papas, Managing Director, Legal Personnel*
- Former Human Resources Manager, Allens Arthur Robinson (formerly Allen Allen & Hemsley), Blake Dawson Waldron and Gilbert & Tobin
- First President of the Law Office Managers Group (now Australian Legal Practice Management Association)
- First non-lawyer appointed to the Law Council of Australia, General Practice Section
- Started her career as a Legal Secretary at Clayton Utz

#### Sydney conference continued...

# 10:10 Building high-performance work relationships and mastering the art of communication in a legal environment

- People management: Dealing with the most difficult and impossible personality types
- Conflict resolution: Minimising conflict in the workplace
- Creating positive and effective work relationships
- In sync boss-assistant relationships: Winning trust, mutual respect, credibility and recognition from your boss
- Communicating with confidence and professionalism at all levels and getting your message across

Alyssa Hurst, EA to Chief Executive Partner, Mallesons Stephen Jaques

#### 10:50 Morning tea

#### 11:10 WORKSHOP

# Stress management & motivation: Balancing priorities, reenergising and rediscovering the real you

Job stress is the silent enemy in the workplace, as it is a major contributing factor to disease, injury, violence as well as decreased productivity. Stress may also largely impact motivation, whereas feelings of inadequacy may unknowingly cause a decline in performance. In a high-stress, demanding workplace, legal EAs and PAs can cope if they are empowered with the right mindset, attitude and activities to take their minds off a seemingly infinite list of tasks! Andrew May, one of Australia's leading experts on performance and productivity is sure to inspire and help you switch on when you need to and off when you can! **Andrew May, Founder, Andrew May Presentations** 

12:10 Networking lunch for speakers and delegates

#### 1:10 PANEL DISCUSSION

# Empowering the legal EA & PA: Discovering the elements for success and boosting your performance

With unique demands and expectations, legal support staff must equip themselves with the right combination of skills and attitude to become a stellar success and gain the recognition that is well-deserved.

- Discovering the evolving role and unique challenges of the legal EA & PA – adapting to a changing legal environment
- Balancing expectations what the partner expects from you and what you can give back to the business
- Successfully supporting and facilitating leadership

• Top qualities for success and gaining that winning streak **PANELLISTS:** 

#### *T'ese Butler,* PA to National Managing Partner, *Sparke Helmore Lawyers*

Alyssa Hurst, EA to Chief Executive Partner, Mallesons Stephen Jaques

Tania Itaoui, Team Assistant – Funds Management Legal Team, Challenger Laura Yong-Xu, PA to Partner, Maddocks

#### 2:00 Candidate buying behaviour

This is from the Hudson 20:20 Series report and it provides insight into the mindset and behaviour of today's employees and job seekers. In essence the report explores:

- What triggers a desire for someone to look for a new job (or at least consider changing)
- The feelings experienced by candidates during the job search, advertising and interview process
- Investigates how candidates compare and contrast prospective employers and how they choose one employer over another

#### Penny O'Reilly, General Manager, Hudson

#### 2:40 CASE STUDY

Stress, deadlines, burn-out: Is work-life balance achievable?

- Under pressure: Coping in a fast-paced legal environment
- When the going gets tough: Balancing professional and personal priorities and conquering deadlines
- Achieving effectiveness, productivity and efficiency

   handling multiple projects and bosses
- Discovering your motivation

• Avoiding burn-out: Why your health and well-being matters *Tania Itaoui, Team Assistant – Funds Management Legal Team, Challenger* 

#### 3:20 Afternoon tea

# 3:40 Appreciating the lawyer's perspective: Risk, disclosure, confidentiality and security

- Becoming aware of the *Legal Profession Act 2004* and its implications for the firm
- Exercising discretion when disclosure is required
- How critical is confidentiality and security in email communications, document and record management?
- Examining the implications of negligence

Jennifer Farrell, Judicial Assistant, Federal Court of Australia

- 4:20 Minimising and resolving client complaints and disputes: Snags, hitches and complications of being the first point of contact
  - Being proactive in the face of disputes
  - Direct liaison with clients responding with professionalism
  - Resolving conflict transforming conflict into cooperative partnerships
  - Avoiding sticky situations making sure the partner is informed

#### Judy Howard, Legal Secretary, Kemp Strang

- 5:00 Closing remarks from the Chair
- 5:10 Close of conference

### BRISBANE – Pre-Conference Workshops: Wednesday 20 August 2008

#### 8:30 Workshop registration

#### 9:00 SESSION A

## Leadership, management & coaching: Inspiring through leadership

What does it take to be an effective leader? Leadership is increasingly vital to the senior legal EA role, as they manage not only multiple tasks and partners, but are responsible for motivating and mentoring a team of juniors. This intensive workshop is designed for career-driven, business-savvy legal executive assistants who aspire to be effective and inspirational leaders.

- Becoming a leader, a motivator and a coach in your organisation
- Boosting team morale and executing effective teambuilding techniques
- Discovering your leadership style
- · Enhancing productivity and communication effectiveness
- Assertiveness techniques
- Reay Mackay, Managing Director, V-M Group

### 1:00 SESSION B

Negotiation & conflict-resolution: Transcending the negatives and crafting outcomes for win-win gains

- Expanding your sphere of influence
- Making an impact: Persuasion techniques
- Becoming the ultimate negotiator: Managing negotiations
   successfully and achieving positive, win-win outcomes
- Transforming the negative to the positive: Resolving conflict with respect, empathy and assertiveness
- Aggressive clients, diverse personalities: Tips and tricks for dealing with difficult people and situations
- Handling complaints professionally not personally
- Improving your work relationships

Lee Stemms, Leader, Coach & Trainer, High Performance Coaching + Training

12:00 Networking lunch for full day delegates

#### 4:00 Close of workshop

### BRISBANE – Conference: Thursday 21 August 2008

8:30 Conference registration

#### 8:45 Welcome from the Chair Roz Curnow, Director, Institute of Legal Executives

(Australia) Limited, CEO, Institute of Legal Executives (Victoria)

#### 9:00 Your future: Trail blaze your career in legal

- Valuing your role within the firm as the backbone of the organisation – assessing and advancing your promotion prospects
- Reaching your full potential as a legal EA & PA
- discovering your needs, wants and desires and filling the gaps
- Mission, vision and goals: Mapping your career direction and snapping up opportunities without compromising your role
- Discovering pathways to progression to other roles within legal firms

Dawn Brackenbury-Hart, Legal Assistant, Deacons

9:40 Building high-performance work relationships and mastering the art of communication in a legal environment

- People management: Dealing with the most difficult and impossible personality types
- Conflict resolution: Minimising conflict in the workplace
- Creating positive and effective work relationships
- In sync boss-assistant relationships: Winning trust, mutual respect, credibility and recognition from your boss
- Communicating with confidence and professionalism at all levels and getting your message across

Pippa Colman, Principal Solicitor Natalie Hopkinson, Office Manager Pippa Colman & Associates

10:20 Morning tea

#### Brisbane conference continued...

#### 10:40 Candidate buying behaviour

This is from the Hudson 20:20 Series report and it provides insight into the mindset and behaviour of today's employees and job seekers. In essence the report explores:

- What triggers a desire for someone to look for a new job (or at least consider changing)
- The feelings experienced by candidates during the job search, advertising and interview process
- Investigates how candidates compare and contrast prospective employers and how they choose one employer over another

Simon Brown, Practice Leader, Hudson

#### 11:20 PANEL DISCUSSION

# Empowering the legal EA & PA: Discovering the elements for success and boosting your performance

With unique demands and expectations, legal support staff must equip themselves with the right combination of skills and attitude to become a stellar success and gain the recognition that is well-deserved.

- Discovering the evolving role and unique challenges of the legal EA & PA – being flexible and adapting to a changing legal environment
- Balancing expectations what the partner expects from you and what you can give back to the business
- Successfully supporting and facilitating leadership
   making a difference in the firm
- Success = 90% attitude: Top qualities for success and gaining that winning streak

#### PANELLISTS:

#### Vanessa Knight, Secretary to Chairman, McCullough Robertson Susan Turner, PA to Partner, Clayton Utz

Dawn Brackenbury-Hart, Legal Assistant, Deacons

12:00 Networking lunch for speakers and delegates

# 1:00 Stress, deadlines, burn-out: Is work-life balance achievable?

- Under pressure: Coping in a fast-paced legal environment
- When the going gets tough: Balancing professional and personal priorities and conquering deadlines
- Achieving effectiveness, productivity and efficiency
   handling multiple projects and bosses
- Discovering your motivation
- Avoiding burn-out: Why your health and well-being matters *Susan Turner, PA to Partner, Clayton Utz*

# 1:40 Appreciating the lawyer's perspective: Risk, disclosure, confidentiality and security

- Becoming aware of the Legal Profession Act 2007 and its implications for the firm
- · Exercising discretion when disclosure is required
- How critical is confidentiality and security in document and record management?
- Examining the implications of negligence
- Roz Curnow, Nolch & Associates Solicitors
- 2:20 Minimising and resolving client complaints and disputes: Snags, hitches and complications of being the first point of contact
  - Being proactive in the face of disputes
  - Direct liaison with clients responding with professionalism
  - Resolving conflict transforming conflict into cooperative partnerships
  - Avoiding sticky situations making sure the partner is informed

#### Hazel Mcnamara, Legal Secretary, Nicol Robinson Hallets

#### 3:00 Afternoon tea

#### 3:20 WORKSHOP

#### **Developing the X-Factor: Communication & Influence**

- Discovering the dynamics of communication
- Fine-tuning your communication skills getting your message across
- Understanding personality types
- Communicating with confidence and professionalism at all levels
- Assertiveness techniques to increase confidence, professionalism and expand your sphere of influence
- Dealing with difficult people
- · Developing the ability to influence

Chris Whitecross, Managing Director, Arrowdynamics

- 4:50 Closing remarks from the Chair
- 5:00 Close of conference

### Priority registration form Legal EA & PA Conference

# easy ways

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Phone: 1800 772 772 Fax: (02) 9422 2338 Online: www.lexisnexis.com.au/pd Mail: Conference Co-ordinator, LexisNexis Locked Bag 2222, Chatswood Delivery Centre, Chatswood NSW 2067

Conference code: NSW PD8008, QLD PD8108 ABN: 70 001 002 357

#### Please complete sections A, B, C, D

	Delegate 1	details
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Mr/Ms/Dr:	First name		Last name	
Position:				
Organisation:				
Postal address:				
Suburb		Postcode		State
Telephone:				
Fax:				
Email (required**):				

#### **Delegate 2 details**

Mr/Ms/Dr:			
	First name	Last name	
Position:			-
Telephone:			
Fax:			
Email (required**):			

#### Delegate 3 details

Mr/Ms/Dr:				
	First name		Last name	
Position:				
Telephone:				-
Fax:				
Email (required**):				
** to send conference confir				
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**3rd Delegate FREE!** 

Venue and Date Selection (please tick your selection)
☐ Venue: Sydney Date: 18 August 2008 Location: Amora Hotel Jamison, Sydney

- Venue: Sydney Date: 19 August 2008 Location: Amora Hotel Jamison, Sydney
- Venue: Brisbane Date: 20 August 2008 Location: Stamford Plaza Hotel, Brisbane
- Urenue: Brisbane Date: 21 August 2008 Location: Stamford Plaza Hotel, Brisbane

#### **CONFERENCE RESOURCES**

I am unable to attend but would like to purchase a set of conference papers for the Legal EA & PA Conference \$270.00 + GST = \$297.00

#### **TEAM DISCOUNTS\***

Register a team of 2 for the Legal EA & PA Conference at the same time, from the same organisation and receive a free pass for the 3rd delegate.

\* Early Bird, team discounts and any other discount cannot be taken concurrently

Event Pricing (please tick your selection)		
Early Bird Special* (register & pay before 21 July 2	2008)	
Conference only	\$749.00 + GST = \$823.90	
Conference and one day workshop (all sessions)	\$1219.00 + GST = \$1340.90	
One day workshop only (all sessions)	\$599.00 + GST = \$658.90	
Standard Price (register & pay after 21 July 2008)		
Conference only	\$849.00 + GST = \$933.90	
Conference and one day workshop (all sessions)	\$1319.00 + GST = \$1450.90	
One day workshop only (all sessions)	\$599.00 + GST = \$658.90	
Sydney Individual Workshop Sessions Registrations		
Session A only 9am – 12 noon	\$299.00 + GST = \$328.90	
Session B only 1pm – 3pm	\$199.00 + GST = \$218.90	
Session C only 3.30pm – 5.30pm	\$199.00 + GST = \$218.90	
Brisbane Individual Workshop Sessions Registration	ons	
Session A only 9am – 12 noon	\$299.00 + GST = \$328.90	
Session B 1pm – 4pm	\$299.00 + GST = \$328.90	

#### Payment details Payment is due upon registration

Enclosed is my cheque for: \$ made payable to LexisNexis
Pay by credit card: Please charge \$ to
Mastercard 🗌 Visa 🗌 American Express
Card number:
Expiry:/
Name of cardholder:
Signature of cardholder:
Charge to my LexisNexis account: \$
Account number:
Signature:
Name of Approving Manager:

#### PROGRAM CHANGES

Details regarding this conference were confirmed and correct at the time of printing. LexisNexis reserves the right to cancel or amend the conference details at any time if required.

#### CANCELLATION

Your registration will be confirmed in writing when full payment is received. We will refund your registration in full less a \$165 administration fee if notification is received in writing by 1 July 2008. If we receive written notification between 2 July 2008 and 4 August 2008 you will receive a 50% refund and conference documents. No cancellation requests will be accepted after 4 August 2008. You may nominate a replacement, however no refund will be issued.

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Tick here if you DO NOT wish to receive information about upcoming events



18 - 19 August 2008 Amora Hotel Jamison Sydney, 11 Jamieson Street, Sydney NSW 2000 Tel: (02) 9696 2500

20 - 21 August 2008 Stamford Plaza Brisbane, Cnr Edward & Margaret Streets, Brisbane, QLD 4000 Tel: (07) 3221 1999