

Early bird expires 21 July*

Conference
and
Workshop

Book 2
and 3rd
comes
FREE!

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:

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

Legal speakers from top law firms include:

Jennifer Farrell, **Judicial Assistant**,
Federal Court of Australia

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

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

Register Today

www.lexisnexis.com.au/pd

Supporting Media:



Product of:





Legal EA & PA Conference

Trail blaze your career to success

SYDNEY – Pre-Conference Workshops: Monday 18 August 2008

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 communication effectiveness
- Assertiveness techniques

Reay Mackay, Managing Director, V-M Group

12:30 Session B registration

1:00 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*

3:00 Session C registration

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 EI?
- The legal case for EI – what has it got to do with me?
- Incorporating EI into your world
- Measuring EI
- EI tools and tests
- Developing EI
 - 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 team-building techniques
- Discovering your leadership style
- Enhancing productivity and communication effectiveness
- Assertiveness techniques

Reay Mackay, Managing Director, V-M Group

12:00 **Networking lunch for full day delegates**

12:30 **Session B registration**

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

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, Assistant/Commercial Litigation Paralegal, Nicol Robinson Halletts

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

**4 easy ways
to register**

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

Please complete sections A, B, C, D

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

A Delegate 1 details

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 confirmation

3rd Delegate FREE!

B 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
- Venue:** 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

C Event Pricing (please tick your selection)

Early Bird Special* (register & pay before 21 July 2008)

- | | |
|---|-----------------------------|
| <input type="checkbox"/> Conference only | \$749.00 + GST = \$823.90 |
| <input type="checkbox"/> Conference and one day workshop (all sessions) | \$1219.00 + GST = \$1340.90 |
| <input type="checkbox"/> One day workshop only (all sessions) | \$599.00 + GST = \$658.90 |

Standard Price (register & pay after 21 July 2008)

- | | |
|---|-----------------------------|
| <input type="checkbox"/> Conference only | \$849.00 + GST = \$933.90 |
| <input type="checkbox"/> Conference and one day workshop (all sessions) | \$1319.00 + GST = \$1450.90 |
| <input type="checkbox"/> One day workshop only (all sessions) | \$599.00 + GST = \$658.90 |

Sydney Individual Workshop Sessions Registrations

- | | |
|---|---------------------------|
| <input type="checkbox"/> Session A only 9am – 12 noon | \$299.00 + GST = \$328.90 |
| <input type="checkbox"/> Session B only 1pm – 3pm | \$199.00 + GST = \$218.90 |
| <input type="checkbox"/> Session C only 3.30pm – 5.30pm | \$199.00 + GST = \$218.90 |

Brisbane Individual Workshop Sessions Registrations

- | | |
|---|---------------------------|
| <input type="checkbox"/> Session A only 9am – 12 noon | \$299.00 + GST = \$328.90 |
| <input type="checkbox"/> Session B 1pm – 4pm | \$299.00 + GST = \$328.90 |

D 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.

IMPORTANT PRIVACY NOTICE:

The information you provide on this form is collected by Reed International Books Australia Pty Limited for the purposes of processing your registration or enquiry and keeping you informed of upcoming products, services and events. The information is disclosed from time to time to our related bodies corporate for these purposes. The provision of this information by you is voluntary but if you do not provide some or all of the requested information we may be unable to properly process your registration. You have both a right of access to the personal information we hold about you and to ask us to correct it if it is inaccurate or out of date. Please direct your enquiries to privacy@lexisnexis.com.au

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