

The Personal Assistant - Through Howard Gardner's
Looking Glass for the Future

The thoroughly
contemporary

PERSONAL ASSISTANT

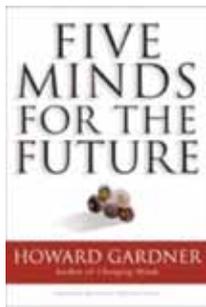
access judgement
e-communication discernment
public relations social & emotional intelligence
information overload conflict management

UTILIZING YOUR "FIVE MINDS FOR THE FUTURE"

- > The disciplined mind
- > The synthesizing mind
- > The creating mind
- > The respectful mind
- > The ethical mind

"Without these 'minds', we risk being overwhelmed by information, unable to succeed in the workplace, and incapable of the judgement we need to thrive, personally and professionally."

Howard Gardner, world renowned for his theory of multiple intelligences.



Gardner's "five minds for the future" provides a looking glass through which we can consider our role. The **disciplined mind** contains all our professional expertise. The **synthesizing mind** sorts, organizes, collates, archives, retrieves and makes sense of the mass of data and information our 'team of two' needs to operate and communicate. The **creating mind** finds that better way, solves problems, takes initiatives, thinks outside the square and pursues change responsibly. The latter two minds emphasise character. The **respectful mind** cultivates genuine respect for one's colleagues together with emotional and interpersonal intelligences in the human sphere for diversity in its many guises. The **ethical mind** requires abstract, reflective thinking to ensure that one's work performance is the best it can be and conducted ethically without compromise or the cutting of corners. The five minds need to act in concert to meet both the contemporary and still-unknown future challenges.

The Program: Day One

8.30 AM	COFFEE & REGISTRATION
9.00 AM	WELCOME & OPENING ADDRESS
9.15 AM	<p>KEYNOTE ADDRESS</p> <p>The Inalienable Importance of the Educational Leader by whatever name: Principal, Head, or 'First Among Equals'</p> <p>The leader in schools has a central importance far beyond the authority given to the CEO in most other endeavours. A school will rise or fall on the quality of its leader. Consequently, once appointed, the Principal/Head becomes, like a 'queen bee', without which the hive and the community of bees will not survive. The PA's intrinsic challenge is not only to protect and administer, but to create a professional environment that will make the leader "more efficient and more effective". How are you enhancing your manager's contribution as a leader, a strategist, a community symbol, a communicator, a motivator, a visionary, a believer and an advocate?</p> <p><i>Presenter: Nick Jackson, The Hay Group Emphasising Gardner's "disciplined mind"</i></p>
10.00 AM	THE STUDIO ON ENHANCING MY CONTRIBUTION
10.30 AM	Q&A, SUMMATION AND TAKE-BACK
11.00 AM	MORNING TEA
11.30 AM	<p>THE WORKROOM</p> <p>Are you and your team change ready?</p> <p>Commonly, the change process begins in your office, whether this is in core educational practice, the introduction of new policies, processes and procedures, or technologies, or in the implementation of a segment of the strategic plan, etc. How are you able to facilitate, assist, and help implement this change? What are the challenges for your team? How do you maintain the levels of successful functioning you require while coping with colleagues who are change averse or simply threatened? The characteristics of change-ready people.</p> <p><i>Workshop Leader: Andrea McCall, Andrea McCall and Associates Emphasising Gardner's "creating" and "respectful" minds</i></p>
12.30 PM	Q&A, SUMMATION AND TAKE-BACK
1.00 PM	LUNCH
1.45 PM	<p>AN EXTENDED STUDIO</p> <p>The technology mix for the office of the future</p> <p>My favourites! What is really working well for me now and what I would like my manager to use?</p> <p>Technology and its many applications races ahead in leaps and bounds, often before one has learned to use fully the application the new technology will replace. What currently available hardware and software has a role to play in schools and in your office? What technology can you use to enhance your own and your team's contribution? What is the best way to up skill your colleagues? How might these changes affect your department's annual expenditure? Is there a role for social media in the front office of the future?</p> <p><i>Presenter: Peter Wagstaff, Monash University Emphasising Gardner's "synthesizing" mind</i></p>
3.45 PM	AFTERNOON TEA
4.00 PM	<p>A WORKROOM</p> <p>A code of conduct : a niceity or a necessity</p> <p>"It was an innocent error. I didn't realise that what I was doing was wrong!"</p> <p>Too often, in matters big or small, ethics are only considered after the wrongdoing has wrought its terrible consequences. It may be the pilfering of pens and paper: it might be a broken confidence or a substantial conflict of interest. Can we assume that our colleagues understand the ethics we assume? Do we need an ethical framework for electronic media? Is there a case for establishing a professional code of conduct for your team, publishing it and reviewing it together each year?</p> <p><i>Presenter: Geraldine Wilson, Director, Ianus Consulting P/L Emphasising Gardner's "ethical" mind</i></p>
4.45 PM	PRE-DINNER DRINKS

The Program: Day Two

8.30 AM	PRESENTATION What will the principal of the future require in PA support? “I am one of the leaders in our team of two just as I am one of its managers...” a delegate speaking to the 2010 Summit. What are the implications of this statement? Which of the traditional tasks will remain and which are being replaced? What new roles and new skills will be assumed in leadership, management and public relations as the role blossoms? Which will be core? Which discretionary? What will be your ‘point of difference’? How should you be rewarded? Presenter: Tony Conabere, Ianus Consulting Emphasising Gardner’s “disciplined” and “synthesising” minds
9.15 AM	THE STUDIO ON THE PRINCIPAL’S FUTURE REQUIREMENTS
9.45 AM	Q&A, SUMMATION AND TAKE-BACK
10.15 AM	MORNING COFFEE
10.45 AM	A WORKROOM Turning complaints into compliments “Complaints from clients are gifts. They are giving us the chance to keep their business when they bother to complain. They are telling us something about our service that we may have overlooked...We should go out of our way to get as much feedback as we can.” Janelle Barlow Constructing a team competence around constructive criticism is part of positive communication. Removing reciprocal blame, supporting enquiry, and acting to develop team intelligences in generating solutions especially in emotionally charged environments is part of the new competence. Structuring and resourcing the parent’s complaint: empowering, developing the partnership and securing the relationship between the school and the parent, and expecting the satisfied parent to be the advocate will be the focus of this workshop. We are assuming that the team will become more responsible for handling many of the complaints that parents may have. Presenter: James Litt, Director of Development, Seymour College, SA Emphasising Gardner’s “respectful” and “ethical” minds
11.30 AM	THE STUDIO ON MANAGING COMPLAINTS
12.15 PM	Q&A, SUMMATION AND TAKE-BACK
12.45 PM	LUNCH
2.00 PM	A PRACTITIONER’S PANEL Team mission and creativity in the near future Does the TOP team (Team of Office Professionals) have a structure through which they may enhance their input and their contribution. How are they positioning their team to meet the challenges of, say, email, sms and social media? Do they see a role in managing complaints? Policies and Protocols. As importantly, is your team positioning itself to enhance the contribution of the great teachers, the master teachers, relieving them of duties that your team can do better so that they can teach more effectively and administer less? How can you persuade your team to look at new, creative and innovative ideas? What “WoW” ideas have emerged this biennium? Each member of the panel will speak for a few minutes to scope each segment of the discussion, then the matter will be thrown over to the syndicates for consideration. The conclusion each syndicate reaches will be conveyed to the Conference. Employing each of Gardner’s “Five Minds for the Future”
4.15 PM	A FAREWELL DRINK

The Conference Structure

We have engaged brilliant presenters but our conference will not be a “talking heads” festival. We know that you will want to engage with the speakers, the topic and your colleagues. So, we have structured the conference accordingly.

In the studio, you will work with colleagues exploring your thoughts and ideas, think creatively about possibilities and throw some ideas up to wrestle with later, just as an artist does. In the studio, there should be no criticism, real or implied. Ideas should be allowed to flow.

In the workroom, the matter at hand is under examination with a view to making the topic or the skill better understood, more well known and an instrument to be used effectively when you return to work. Each delegate should feel free to explore, question, challenge and discover.

Likewise, in the Q&A summation sessions, the opportunity exists to discover practical applications and improvements to current practice so that each session should generate a “take-back for my tool-box”, that is, a skill or a strategy or an innovation that you will implement as soon as you have the opportunity and the resources.

So, we believe you will feel satisfied on all fronts: great presentations and an equally comprehensive opportunity to participate, explore your ideas and network.

The Presenters

Nicholas Jackson

Nick Jackson is a Hay Group Director based in Melbourne and leads the Hay Group's work in the federal public sector, with particular reference currently to the Federal Government's Principal Challenge program. He consults widely on strategy clarification, organizational and job design, executive team effectiveness, leadership development, succession planning and reward policy and practice, including executive remuneration. He is particularly well placed to deliver the keynote address

Andrea McCall

Andrea was born in the UK and migrated to Australia in 1981. She has qualifications in History, Politics & Human Resources and is bilingual French/English. She is a trainer, mentor and mediator and has lectured in a variety of Management subjects at Monash University, Swinburne and Victoria University. She currently runs the Industry Based Learning, Workplace and

Internship program for the Faculty of Business and Economics at Monash. Her work experience has included time as an executive secretary at Guinness and British American Tobacco, Ministerial Adviser to the Parliamentary Cabinet Secretary and 7 years as a member of the Victorian State Parliament for the seat of Frankston. She also runs her own HR training and consulting business and has co-authored a Human Resource Management casebook. She designs and runs courses and is an experienced public speaker at conferences and seminars. She also hosts overseas business delegations visiting Melbourne. She lives on the Mornington Peninsula with her cat Albert where she enjoys reading crime and spy thrillers with a glass of the local reds.

James Litt

Graduated Economics with post graduate qualifications in Applied Finance & Investment, Commercial Mediation

and Communication Management. Worked with National Australia Bank from 1987 to 2005 in a variety of roles, including a secondment as the Banking Advisor to the Banking & Financial Services Ombudsman (1999). On returning to the Bank, set up and led their centralised complaints management team (1999 – 2005). After leaving the NAB in 2005, has worked for a state based politician handling constituent issues, relieved the ANZ's Head of Customer Relations and undertaken a complete review of the ANZ's complaints handling process (2007). Since then has transitioned into the education sector. Using transferable customer relations and communications skills, became the Registrar at Annesley College in Adelaide until the College undertook a major restructuring. Is currently the Director of Development at Seymour College in Adelaide, an all girls school (of approx 900 students) celebrating its 90th Anniversary in 2012.

Peter Wagstaff

Peter Wagstaff lectures Marketing at Monash University's Faculty of Business and Economics. He is responsible for one of the Faculty's largest units, Marketing Theory and Practice. His approach to teaching has been to influence, motivate and inspire his students to learn. One of his key means of achieving this is to introduce social media into his teaching - including online chatrooms and discussion forums, SMS messaging, and podcasting. His programs frequently appear in the iTunes international "Top 100" educational podcasts. In 2007 he was awarded a Federal Government Carrick Citation for "innovative use of communication technologies to effectively engage large cohorts of students and to motivate them as independent learners. His reputation and capacity to match the medium with the message makes him the right person to discuss the right mix of communication technologies for your school.

Geraldine Wilson

Geraldine Wilson is a Director of Ianus Consulting, a Past President and Fellow of the Australian Institute of Office Professionals, and was previously an HR professional with one of the "Big 4", managing recruitment, induction and work-place performance. She has worked very closely with business support staff in schools and understands the pressures and implications of the roles.

Tony Conabere

Tony Conabere is an Honorary Fellow of the ACEL and a Director of Ianus Consulting. After a long and outstanding career in educational leadership over nearly three decades at Wesley College and The Knox School, he now consults with independent schools, specialising in change and project management, risk and financial management and quality assurance systems based on the philosophy of continual improvement.



Nicholas Jackson



Andrea McCall



James Litt



Peter Wagstaff



Geraldine Wilson



Tony Conabere

Conference Fees and Registration - The thoroughly contemporary Personal Assistant

The Conference will be held in **Melbourne at the The Hotel Windsor, 111 Spring Street, Melbourne** over the two days, **Thursday, May 17 and Friday, May 18, 2012.**

The complete conference fee for the two days and including the cost of a buffet lunch, morning and afternoon tea on both days will be

"Early Bird" Conference Fee (including GST)	\$990	Full Conference Fee (including GST)	\$1125
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The 'Early Bird' concession will apply to all single enrolments received by **4pm on Wednesday, March 14, 2012.** It will also apply to all second and subsequent enrolments received from the one school at any time before enrolments close. The final date for registration will be **Wednesday, May 9, 2012.** A cancellation policy applies. This is published on www.janusconsulting.com.au.

Fax the completed registration form to **61 3 8672 0706**

Name

Surname

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