

**CLARIDEN GLOBAL EA/PA LEADERSHIP INSTITUTE**

# Strategic Management Week for EAs and PAs

**PROGRAM A:**

**EFFECTIVE PROJECT MANAGEMENT AND MULTI-TASKING TECHNIQUES FOR EA/PA**

4 - 5 April 2017

**PROGRAM B:**

**HANDLING DIFFICULT PEOPLE AND MANAGING  
CONFLICTS IN ORGANIZATIONS FOR EA/PA**

6 - 7 April 2017

**AUCKLAND, NEW ZEALAND**

Stamford Plaza, Auckland

**Becoming Your Boss' Effective  
Strategic Partner - Today**

## **CLARIDEN CREDENTIALS AND ENGAGEMENT**

Clariden Global is the pre-eminent and influential global business leadership institution. Today, we host more than 200 global executive education and major conference events around the world. We have partnered with professional organizations such as the Association of Chartered Certified Accounts (ACCA) and thought leaders from prestigious universities such as Harvard University John F. Kennedy School of Government, Wharton School of the University of Pennsylvania and Stanford University.

## CONTENTS

- 3 The Clariden Experience
- 4 Why Clariden Global Executive Education?
- 5 Effective Project Management and Multi-Tasking Techniques for EA/PA
  - 5 Program Introduction
  - 7 Faculty Director
  - 8 Program Overview
  - 9 Program Outline
- 12 Concurrent program: Handling Difficult People and Managing Conflicts in Organizations for EA/PA
  - 12 Program Introduction
  - 13 Faculty Director
  - 14 Program Overview
  - 15 Program Outline
- 17 Participating Companies
- 18 Testimonials
- 19 In-house Custom Executive Programs
- 20 Contact Us
- 21 Registration



# THE CLARIDEN EXPERIENCE

ENJOY LEARNING WITH THE  
FIRST-CLASS, WELL-ROUNDED EXPERIENCE

To maximize both your enjoyment and professional development, Clariden Global holds its executive programs at five star hotels, some of which include:



**Shangri-La Hotel, Singapore**  
Singapore

Amidst lush gardens, this 3-wing luxury hotel is 6 km from the iconic Marina Bay Sands resort and 9 km from Sentosa.



**InterContinental Melbourne The Rialto**  
Melbourne, Australia

Set in a grand 1891 building, this upscale chain hotel is 3 blocks from the Yarra River, and an 8-minute walk from the SEA LIFE Melbourne Aquarium.



**Conrad London St James**  
London, United Kingdom

Across the street from St. James's Park tube station, this sophisticated hotel is 10 minutes' walk from Buckingham Palace and 2 miles from the Victoria and Albert Museum.



**Grand Hyatt: Union Square San Francisco Hotel**  
San Francisco, United States

Less than a block from Union Square, this stylish high-rise hotel is an 11-minute walk from the Moscone Center and 1.9 miles from Pier 39.

Terms & Conditions: Clariden Global International Limited reserves the right to change the venue of the program due to reasons beyond their control.

Contact Gwen Clarke, Program Director at +61 3 9909 7310 | [gwen@claridenglobal.org](mailto:gwen@claridenglobal.org)



## WHY CLARIDEN GLOBAL EXECUTIVE EDUCATION?

### GLOBAL ENGAGEMENT

Clariden Global is the pre-eminent and influential global business leadership institution. Today, we host more than 200 Global Executive Education and major conference events across 15 countries and 17 cities, including Singapore, London, Hong Kong, Sydney, Melbourne, Perth, New Zealand, San Francisco, Toronto, Johannesburg, Shanghai, Beijing, Kuala Lumpur, Dubai, Toronto, The Netherlands, New York and Zurich.

### INTERNATIONALLY DIVERSE, SENIOR-LEVEL PARTICIPANTS

Clariden Global Executive Education programs have attracted participants from more than 5,000 global MNCs, regional corporations, and FORTUNE 500 companies, from more than 40 countries. All applications are reviewed based on professional achievement and organizational responsibility. Designed for individuals at all levels, from top executives to emerging leaders, each intensive program is crafted to equip leaders with essential capabilities to improve corporate performance and position their organizations to thrive.

### THOUGHT LEADERSHIP

To provide strategic insights and relevant world-class executive education to global organizations, Clariden Global engages the best thought leaders and leading authorities from around the world. These include professors and faculty leaders from Harvard University, Stanford University, University of Pennsylvania Wharton, London Business School and other premium institutions to deliver transformational knowledge.



# PROGRAM A

## EFFECTIVE PROJECT MANAGEMENT AND MULTI-TASKING TECHNIQUES FOR EA/PA

### PROGRAM INFORMATION



#### DATES

4 - 5 April 2017



#### PROGRAM ADVISOR

**Gwen Clarke**

Email: [gwen@claridenglobal.org](mailto:gwen@claridenglobal.org)

Phone: +61 3 9909 7310



#### LOCATION

Stamford Plaza, Auckland



#### TUITION FEES

Early Bird 1 (Register & pay by 7 February 2017): NZ\$2,295

Early Bird 2 (Register & pay by 7 March 2017): NZ\$2,495

Regular Tuition Fees: NZ\$2,595

Group discount of 10% for 2nd participant from the same organization. For limited time only by 7 March 2017, registration for 3 participants, the 4th participant will receive a complimentary seat (one discount scheme will apply).

### FACULTY DIRECTOR



#### Lizzie Wagner

- Influential Leadership: Lizzie was Finalist for the Telstra business women's Awards, Lifetime Achievement Award, the International MAXI Awards and BOMA Australia awards
- 30 years of experience training C-level executives, EA/PAs, HR leaders and department heads on project management topics
- Some of her clients include AMP, Minter Ellison, Westfield, Lend Lease, Institute of Chartered Accountants, National I-Med network, Park Hyatt Hotel Group and leading Australian Government Departments including Department of Defence, Australian Taxation Office and many more

### PROGRAM ESSENCE

**Many EA/PAs are now valued members of senior teams within the company and work alongside their CEOs in much more of a project management and leadership role.** No longer restricted to administrative tasks, they are required to think strategically and multi-task on major projects that aid business growth.

Designed for **EA/PAs**, this comprehensive 2-day program is designed to provide you with solid knowledge and successful strategies on **effective project management skills** and equip you with **powerful multi-tasking techniques** to boost your work efficiency and performance.

Led by Lizzie Wagner, **acclaimed business coach with over 30 years of experience empowering EA/PAs**, she will show you how to **conceptualize, draft, present and execute a masterful project plan** and build a highly effective



# PROGRAM A

## EFFECTIVE PROJECT MANAGEMENT AND MULTI-TASKING TECHNIQUES FOR EA/PA

project framework that aligns with time, costs, resources and your organization's business objectives. You will also grasp the essentials in **managing project constraints, lifecycle control and project risk strategically** while **providing strategic support for your stakeholders** throughout the project timeframe. Furthermore, you will master **effective multi-tasking and time management techniques** to maximize your performance efficiency and the strategy to deliver **concise, confident and influential communication** for successful stakeholder buy-in.

Packed with **real-life case studies and interactive discussion sessions**, you will leave this program with comprehensive and in-depth knowledge on effective project management and multi-tasking techniques to enhance your work performance and productivity to emerge as a strategic partner to your management.

### KEY BENEFITS

- Establish the key tools required for successful project and event management
- Understand your role and the essential team roles and responsibilities
- Identify resource constraints and risk factor that may hinder the success of the project
- Collating the right team, contractors, coordinators
- Create and define the concept and effectively setting up action plans for smooth execution
- Perform a project needs assessment and write goals, requirements, and deliverables
- Effectively plan the project timeline, parameters and identify key stakeholders
- Build a project framework that aligns with time, costs, resources and project objectives
- Manage project constraints, lifecycle control and project risk
- Perform confident, influential and effective communication
- Identifying and adapting to your stakeholders' communication style
- Monitor and maintain a robust project
- Multi-task effectively and prioritize conflicting task
- Support stakeholder in thinking and planning ahead for business growth

### WHO WILL ATTEND THIS PROGRAM

This course is designed for all administrative professionals from any industry who is involved in project management and requires effective multi-tasking skills within the organization including Executive/Personal Assistants, Executive Secretaries, Administrative Assistants, Secretaries, Office Managers/Administrators, Research Assistants, Media Assistants, Editorial Assistants, Marketing Assistants, Legal Secretaries and Department Coordinators.



# PROGRAM A

## EFFECTIVE PROJECT MANAGEMENT AND MULTI-TASKING TECHNIQUES FOR EA/PA

### FACULTY DIRECTOR



**Lizzie Wagner**

Lizzie Wagner is an acclaimed business coach with over 30 years of experience providing practical professional development training for major private and government organizations in Australia and internationally. She has trained thousands of individuals including C-level executives, HR leaders and department heads on topics including stakeholder engagement, project management, communication and negotiation skills, self-improvement and leadership in the workplace. Some of her clients include The Tradies Group, Department of Defence, Institute of Chartered Accountants, Park Hyatt Hotel Group, Westfield, The Australian National University and many more. She has also rolled out national training initiatives on topics such as dealing with workplace stress, creating a positive work environment and team building.

Her expertise in business, corporate training and staff management has been recognized with international and national accolades such as being the finalist for the Telstra business women's Awards, Lifetime Achievement Award, the International MAXI Awards and BOMA Australia awards.

Having a reputation for providing excellent practical solutions to businesses through her trainings, she is regularly featured in radio interviews and television programs such as Australian Broadcasting Commission, The Canberra Times, The Financial Review and The Sydney Morning Herald.



# PROGRAM OVERVIEW

## EFFECTIVE PROJECT MANAGEMENT AND MULTI-TASKING TECHNIQUES FOR EA/PA

### OVERVIEW



Many EA/PAs are now valued members of senior teams within the company and work alongside their CEOs in much more of a project management and leadership role. No longer restricted to administrative tasks, they are required to think strategically, multi-task on a variety of tasks across multiple functions, while providing support and contribution to the overall function and business growth. However, Harvard Business Review uncovered that more than 50% of EA/PAs face difficulties in project management and are unable to cope with the heavy workload, which are also often outside of their regular job scopes.



The problem here is that most EA/PAs are unable to clearly identify their role in project management and ineffective in handling multiple tasks. In addition, they faced difficulty in planning the project timeline, parameters and identifying key stakeholders. Many of them also highlighted their ineffectiveness due to poor time management and multitasking ability and failure to support stakeholders in thinking and planning ahead for business growth.



Without in-depth knowledge and good application techniques of effective project management and multi-tasking skills, companies may face project delays, miscommunication, misunderstandings and adverse business impacts.

Designed for EA/PAs, this comprehensive 2-day program is designed to provide you with solid knowledge and successful strategies on effective project management skills and equip you with powerful multi-tasking techniques to boost your work efficiency and performance.

Led by Lizzie Wagner, acclaimed business coach with over 30 years of experience empowering EA/PAs, she will show you how to conceptualize, draft, present and execute a masterful project plan and build a highly effective project framework that aligns with time, costs, resources and your organization's business objectives. You will also grasp the essentials in managing project constraints, lifecycle control and project risk strategically while providing strategic support for your stakeholders throughout the project timeframe. Furthermore, you will master effective multi-tasking and time management techniques to maximize your performance efficiency and the strategy to deliver concise, confident and influential communication for successful stakeholder buy-in.

Packed with real-life case studies and interactive discussion sessions, you will leave this program with comprehensive and in-depth knowledge on effective project management and multi-tasking techniques to enhance your work performance and productivity to emerge as a strategic partner to your management.





# PROGRAM OUTLINE

## EFFECTIVE PROJECT MANAGEMENT AND MULTI-TASKING TECHNIQUES FOR EA/PA



09:00 - 17:00 / 4 April 2017

### DAY 1 – Morning

#### Introduction

- Outline the day- From concept to completion
- Understanding the role and duties of a project manager and team
- Discuss the current workplace project and events, culture of your organization and or stakeholders/clients; matching expectations and competencies
- Strategies for pitching and implementing your planned project
- Planning and contracting/engaging your team
- Group activities

#### The Project/ Event Management Set Up and Completion Essentials

- What is the goal of the project/event?
- Conceptualizing, writing, presenting and selling a masterful project/event plan
- Setting budget, costing structures, accounting and spreadsheets
- Establishing timelines for the project and scheduling services after the project completion
- Create a workable estimate, understanding your team establishing areas of competencies, deliverables, tasks, and processes
- Using project management software packages or methodology
- Group activities

#### Building Your Project Event Team

- Effective communication style, verbal, written, meeting using interpersonal effectiveness skills, understanding personality types and how to deal with them.
- Building rapport within your team
- Defining your leadership style reflective of the organizational culture, key stakeholders or client culture
- Negotiation tools and resolving internal or contractor conflict to ensure remaining in budget and timelines
- Active listening inclusive of verbal and non verbal communication
- Mapping the project and delegating areas within the team
- The art and science of project, stakeholder and contractor, team meetings
- Group discussion/role play

### DAY 1 - Afternoon

#### Communicating with Influence, Achieving Stakeholder and Gaining Team Buy In

- Getting your message across with active ruminative questions, probing questions, clarifying questions to source and meet the needs and essential areas of desired outcomes and team competencies
- Communicating in a compelling way to further strengthen rapport building and get your message across using active listening
- Extracting the right information to move forward with the project, getting your message across with active listening
- Using techniques to deliver your communication with clarity and conciseness.
- Obtaining buy in
- Dealing with media, PR, marketing and mailing lists



# PROGRAM OUTLINE

## EFFECTIVE PROJECT MANAGEMENT AND MULTI-TASKING TECHNIQUES FOR EA/PA

### Setting A Budget

- It is all about the money
- Defining your role as project manager and cost associated
- Establishing a budget with precise timeline deliverables and contingency plan
- Technical expertise versus emotional intelligence, where does common sense kick in
- Build a status report and budgetary updates or constraints
- Status meetings and reports on budget progression
- Understand how to read, produce a spread sheet and translate it for anyone who asks what it's about
- How to set up and facilitate a communications plan on budget



09:00 - 17:00 / 5 April 2017

### DAY 2 - Morning

#### Understanding and Outlining the Process

- How will you and your client determine if the project is ultimately a success, establishing measuring tools and matching to desired outcomes collated and presented at onset
- What returns monetary or branding will you and your clients see as a result of the project?
- Who will come on board to participate from the client side?
- What range of services, contractors, advertising, internal media does the project or event require?
- Whom on your or the client team has expertise on the project or event?

#### Multi-Tasking

- Prioritizing and working out schedules for efficiency
- Working on and to deadlines
- Diarizing and checklists
- Creating efficiency without a ton of paperwork
- Tools for simplifying the process
- The art of delegation
- Time contingency planning and coordinating
- Time management matters

### DAY 2 - Afternoon

#### Building Project Management Skills – Conclusion

- The ultimate how to guide
- Planning and controlling projects
- Building partnerships with executives and managers
- Selecting you team and staffing within areas of competencies
- Interacting with various departments and a wide range of people
- Managing complex long term projects
- Wash up reporting
- End of project communications
- Review case studies

A session to create and workshop a project or event, lay the foundations, create a plan and action. This is a working as a team session highly interactive and delivering an end result.



# PROGRAM OUTLINE

## EFFECTIVE PROJECT MANAGEMENT AND MULTI-TASKING TECHNIQUES FOR EA/PA

### **The Wrap Up Process**

- Being a part of a project team can be fun and creative, for managers and teams alike
- Enjoy the process
- Working with and nurturing your team and the experts internally and externally
- Gaining and maintaining a team for future projects – it is not what you know it is who you know
- Gaining mentorship or being a project/event mentor
- Being a leader, embrace your team
- Ensuring to include your team in any brainstorming, budget changes, contingencies and discussions related to estimating projects and in all wrap up and wash up reporting





# YOU MAY BE INTERESTED IN PROGRAM B HANDLING DIFFICULT PEOPLE AND MANAGING CONFLICTS IN ORGANIZATIONS FOR EA/PA

## PROGRAM INFORMATION

 **DATES**  
6 - 7 April 2017

 **LOCATION**  
Stamford Plaza, Auckland

 **TUITION FEES**  
Early Bird 1 (Register & pay by 7 February 2017): NZ\$2,295  
Early Bird 2 (Register & pay by 7 March 2017): NZ\$2,495  
Regular Tuition Fees: NZ\$2,595

 **PROGRAM ADVISOR**  
**Gwen Clarke**  
Email: [gwen@claridenglobal.org](mailto:gwen@claridenglobal.org)  
Phone: +61 3 9909 7310

Group discount of 10% for 2nd participant from the same organization. For limited time only by 7 March 2017, registration for 3 participants, the 4th participant will receive a complimentary seat (one discount scheme will apply).

## FACULTY DIRECTOR



### Tom Harbottle

- Leading Authority in Negotiation and Conflict Resolution with more than 20 years of professional experience
- Advised and consulted major companies including **Global Blue, BP Australia, ANZ, Payless ShoeSource, Honeywell, Siemens, Standard Chartered Bank, GlaxoSmithKline, DBS, Ford, WaltDisney, Campbell Soup, Bang & Olufsen, HJ Heinz, and H&M**
- Highly experienced Faculty Director at Clariden Global, whose executive education programs consistently achieved exceedingly high ratings

## PROGRAM ESSENCE

Handling conflicts and dealing with difficult people in the workplace is one of the biggest challenges most people face. This comprehensive 2-day program is specially designed for EA/PA to equip you with strategies to **turn any difficult situations around while maintaining professionalism**. You will be able to identify and resolve a conflict before it develops, and know how to **effectively manage confrontational behavior to avoid uncomfortable situations**.

Throughout the program, you will learn how to **strengthen your negotiation and communication skills** to positively influence an outcome. You will also discover ways to **enhance your emotional intelligence** to manage your own emotions in a harsh situation. While discussing a wide range of challenging scenarios that may arise at a workplace, you will learn how to **recognize classic profiles of difficult people** and be armed with techniques to **disagree without being disagreeable**.

Led by Tom Harbottle, a highly-rated faculty with over 20 years of experience, this program will maximize your learning through **prominent case studies** and you will leave with **proven methods** that can be applied immediately to **resolve any conflict while maintaining a positive working relationship** with your colleagues.



# PROGRAM B

## HANDLING DIFFICULT PEOPLE AND MANAGING CONFLICTS IN ORGANIZATIONS FOR EA/PA

### KEY BENEFITS

- Understand the fundamentals of relationship dynamics and conflict situations
- Be equipped with skills to manage personal emotions and the emotions of others
- Find out how to exchange feedback or constructive criticism with tact
- Learn how to recognize classic profiles of difficult people and strategies in handling them
- Adopt a professional and appropriate style of behavior when handling difficult people and situation
- Walk-away with techniques in resolving conflicts while maintaining good relationships
- Empower yourself and boost your confidence in dealing with conflict situations

### WHO WILL ATTEND THIS PROGRAM

This course is designed for all administrative professionals from any industry who is involved in secretarial support or manage an office environment within the organization including Executive/Personal Assistants, Executive Secretaries, Administrative Assistants, Secretaries, Office Managers/Administrators, Research Assistants, Media Assistants, Editorial Assistants, Marketing Assistants, Legal Secretaries and Department Coordinators.

### FACULTY DIRECTOR



**Tom Harbottle**  
*Managing Director*  
**TMA**

Tom Harbottle is a leading international expert in the field of negotiation and conflict resolution. **With more than twenty years of experience in conducting courses on leadership and dispute management, across Asia and Australia**, Tom has advised and worked with some of the world's most renowned companies in negotiation, conflict resolution and leadership. His clients include MNCs and global companies from **Global Blue, BP Australia, ANZ, Payless ShoeSource, Honeywell, Siemens, Standard Chartered Bank, GlaxoSmithKline, DBS, Ford, Walt Disney, Campbell Soup, Bang & Olufsen, HJ Heinz, H&M** and many other major corporations. As a highly experienced lecturer, Tom has received exceedingly high positive reviews from past participants, and his executive leadership and negotiation programs are one of the most highly-rated at Clariden Global.

**Tom established Training Managers of Australia in 1993 to provide Learning and Development solutions to industry, manufacturing and commerce.** Prior to becoming a Managing Director at TMA, Tom has had extensive management and business experience having been employed by companies such as **Procter & Gamble Ltd (UK), Davis Gelatine, Cussons Pty Ltd, Red Tulip Chocolates Pty Ltd, Sunicrust Bakeries Pty Ltd and Cadbury Schweppes**. He was also responsible for the overall strategy, development and implementation of all sales and management training within Australia, New Zealand and the Pacific Rim.



# PROGRAM OVERVIEW

## HANDLING DIFFICULT PEOPLE AND MANAGING CONFLICTS IN ORGANIZATIONS FOR EA/PA

### OVERVIEW



Handling conflicts and dealing with difficult people in the workplace is inevitable, especially so for EA/PA. In today's challenging environment, business leaders expect their EA/PA to be **highly diversified** so as to effectively manage even the most difficult situations or people to ensure positive outcomes.



This comprehensive 2-day program is specially designed to equip EA/PA with strategies to **turn any difficult situations around while maintaining professionalism**. You will be able to identify and resolve a conflict before it develops, and know how to **effectively manage confrontational behavior to avoid uncomfortable situations**. Throughout the program, you will learn how to **strengthen your negotiation and communication skills** to positively influence an outcome. You will also discover ways to **enhance your emotional intelligence** to manage your own emotions in a harsh situation. While discussing a wide range of challenging scenarios that may arise at a workplace, you will learn how to **recognize classic profiles of difficult people** and be armed with techniques to **disagree without being disagreeable**.



Led by Tom Harbottle, a highly-rated faculty with over 20 years of experience, this program will maximize your learning through **prominent case studies** and you will leave with **proven methods** that can be applied immediately to **resolve any conflict while maintaining a positive working relationship** with your colleagues.



# PROGRAM OUTLINE

## HANDLING DIFFICULT PEOPLE AND MANAGING CONFLICTS IN ORGANIZATIONS FOR EA/PA



09:00 - 17:00 / 6 April 2017

### DAY 1

#### **The Principles Behind Great Relationships**

- Introductions and expectations
- The elements of personal change
- The 3 key skills
  - Active Listening
  - Gathering Information
  - Emotional Intelligence
- Why people say “yes”
- Behavior and the use of words
- The communication process

#### **Emotional Intelligence - Managing the Emotions**

When people become emotional it is often difficult to get them to listen to reason or logic.

- Explaining Emotional Intelligence
- Keeping your cool when everyone around you is losing theirs
- Managing the emotions of others
- Managing emotional, negative or difficult people
- The impact of communication styles – it is not always what you say – but how you say it

#### **Feedback Techniques and Assertiveness**

- Plan for a difficult discussion
- Give feedback to reinforce or change behavior
- Ask for and receive feedback
- Give sensitive feedback to sensitive people
- Manage upwards
- Build relationships
- How to say “No!”

#### **Conflict Resolutions and Change**

- Conflict resolution options
- Conflict resolution process
- Getting past “No!”
- The emotions of change
- Introducing difficult or challenging change



# PROGRAM OUTLINE

## HANDLING DIFFICULT PEOPLE AND MANAGING CONFLICTS IN ORGANIZATIONS FOR EA/PA



09:00 - 17:00 / 7 April 2017

### DAY 2

#### Understanding Self

- Motivational factors and influencers
- Personality differences and how they impact on behaviors
- Behavioral analysis

#### Power and Influence - How to Get People to Say "Yes!"

- Persuading
- Influencing
- Selling
- Negotiating

#### Putting It All Together

These important sessions allow the participants to apply the skills and strategies they have learned to real life situations. They can then plan how to use the knowledge and skills in the workplace so that they can add more value to their organization as well as themselves.





# PARTICIPATING COMPANIES

More than 5,000 companies have participated in our programs

## **ADVERTISING, INTERNET, MEDIA, PUBLISHING**

BBC Worldwide  
CNN  
eBay  
LinkedIn  
MediaCorp  
Saatchi & Saatchi  
Singapore Press Holdings  
The Financial Times  
The Hoffman Agency  
The Walt Disney Company  
Thomson Reuters

## **CONGLOMERATE**

Fraser & Neave  
General Electric  
General Motors  
Mitsubishi  
Monsanto  
Siemens AG  
Sodexo

## **FINANCIAL SERVICES, INSURANCE**

Bank of America Merrill Lynch  
AIA  
Allianz Global Investors  
American Express  
Aviva  
AXA  
Barclays Bank  
Citibank  
DBS Bank  
Deutsche Bank  
HSBC  
JP Morgan Chase Bank  
Manulife  
MasterCard  
Maybank  
Mizuho Bank  
OCBC Bank  
PayPal  
Prudential  
Rabobank  
Standard Chartered Bank  
Suncorp  
Swiss Reinsurance  
TD Securities  
Visa  
Westpac  
Zurich Insurance

## **FOOD, BEVERAGE**

Coca-Cola Beverages  
Danone  
Ferrero  
Heineken  
McDonald  
PepsiCo

## **GOVERNMENT, NONPROFIT**

Australian Securities and Investments  
Commission  
Central Provident Fund Board  
Changi Airport Group  
Economic Development Board  
GIC  
NSW Treasury  
Serco  
Temasek Group

## **HEALTHCARE, PHARMACEUTICALS**

Abbott Laboratories  
Eu Yan Sang  
Glaxosmithkline  
Hoffmann-La Roche  
Johnson & Johnson  
Merck  
Pfizer  
Sanofi

## **HOSPITALITY**

CapitaLand  
Far East Organization  
Fraser Hospitality  
Hilton Worldwide  
Marriott Hotels  
Pan Pacific Hotels Group  
Shangri-La Hotels & Resorts

## **MANUFACTURING (CONSUMER)**

British American Tobacco  
Estee Lauder  
Fonterra Brands  
Heineken  
Kimberly-Clark  
Kraft Foods  
Lego  
Mars Foods  
Nestlé  
Procter & Gamble  
Unilever

## **MANUFACTURING (INDUSTRIAL)**

Airbus  
Corning Optical Communications  
Daimler  
Harley Davidson  
Intel Semiconductor  
Rolls-Royce  
Volvo Group  
Wearnes Automotive

## **OIL & GAS, NATURAL RESOURCES**

Caltex  
Chevron  
ConocoPhillips  
ExxonMobil  
Maersk

Petronas  
Santos  
Saudi Arabian Oil  
Schlumberger  
Shell

## **PROFESSIONAL SERVICES**

AECOM  
Aon Hewitt  
Ernst & Young  
PricewaterhouseCoopers

## **RETAIL, TRADE**

Adidas  
Cargill  
DFS  
Harvey Norman  
Hennes & Mauritz  
IKEA  
L'Oreal  
Marks and Spencer  
NTUC Fairprice  
Tesco

## **TECHNOLOGY, ELECTRONICS**

3M  
Apple  
Canon  
Dell  
Hewlett Packard  
Intel Technology  
Lenovo  
Micron Technology  
Microsoft  
Oracle  
SAP  
Sony Electronics  
TE Connectivity

## **TELECOMMUNICATIONS**

Ericsson  
Nokia  
Olive Communications  
Singtel  
Starhub  
Tata Communications  
Telstra  
Verizon  
Vodafone

## **TRANSPORTATION**

Auckland Transport  
Cathay Pacific Airways  
Dubai Air Navigation Services  
New Zealand Transport Agency  
Fiji Airways  
Metro Trains Melbourne  
NSW Trains  
SBS Transit



# FACULTY DIRECTOR LIZZIE WAGNER'S TESTIMONIALS



// Lizzie Wagner was amazing, very engaging and professional. It was an eye opening experience for me and it made me think about what I want to do in future in my career.

//  
**Tanya Frech**  
*Productivity Commission*

//

This is better than any other courses that I have attended before. Lizzie is an excellent facilitator. The whole package is well prepared and covered all the necessary areas/ topics that I needed to know about project management. Useful tools for future reference being shared too. That's outstanding!

//

**Marhaini Hosni**, *Department of Health and Human Services*





## IN-HOUSE CUSTOM EXECUTIVE PROGRAMS

Clariden Global delivers custom learning programs for organizations all around the world. Whatever your business challenges are, we create focused learning experience that enables your organization to achieve success. Through partnerships with the most renowned thought leaders, industry experts and professors from around the world, these in-house custom executive programs will equip you with essential skills and capabilities to develop and implement strategies more effectively at your organization.

Engage with our thought leader today:



### Lizzie Wagner

Lizzie Wagner is an acclaimed business coach with over 30 years of experience providing practical professional development training for major private and government organizations in Australia and internationally. She has trained thousands of individuals including C-level executives, HR leaders and department heads on topics including stakeholder engagement, project management, communication and negotiation skills, self-improvement and leadership in the workplace. Some of her clients include The Tradies Group, Department of Defence, Institute of Chartered Accountants, Park Hyatt Hotel Group, Westfield, The Australian National University and many more. She has also rolled out national training initiatives on topics such as dealing with workplace stress, creating a positive work environment and team building.

### CONTACT US



#### PROGRAM ADVISOR

**Gwen Clarke**

Email: [gwen@claridenglobal.org](mailto:gwen@claridenglobal.org)

Phone: +61 3 9909 7310



# CONTACT US

We encourage you to learn more about Clariden Global Executive Education custom and open-enrollment programs. Our staff will be happy to answer your questions and help you determine the programs work best for you and your organization.

### ENQUIRY FOR THIS PROGRAM

**Gwen Clarke**

Email: [gwen@claridenglobal.org](mailto:gwen@claridenglobal.org)  
Phone: +61 3 9909 7310

### REGISTRATION & PAYMENT MATTERS

Email: [admissions@claridenglobal.com](mailto:admissions@claridenglobal.com)  
Phone: +61 3 9909 7310

### CUSTOMIZED PROGRAMS

**Gwen Clarke**

Email: [gwen@claridenglobal.org](mailto:gwen@claridenglobal.org)  
Phone: +61 3 9909 7310

### SINGAPORE

Email: [clientservice@claridenglobal.com](mailto:clientservice@claridenglobal.com)  
Phone: +65 6899 5030  
Fax: +65 6567 4328  
Address: Clariden Global Pte Ltd 3 International Business Park #04-29, Nordic European Centre Singapore 609927

### LONDON

Email: [clientservice@claridenglobal.com](mailto:clientservice@claridenglobal.com)  
Phone: +44 (0) 20 7129 1222  
Fax: +44 (0) 84 3218 0413  
Address: 1 King Street London, EC2V 8AU United Kingdom

### AUSTRALIA

Email: [clientservice@claridenglobal.com](mailto:clientservice@claridenglobal.com)  
Phone: +61 3 9909 7310  
Fax: +61 3 9909 7788  
Address: Clariden Global Pty Ltd 530 Little Collins Street, Level 1 Melbourne VIC 3000, Australia

## REGISTRATION

### PROGRAM FEES

Program	1st Early Bird Fee (If payment & registrations are received by 7 Feb 2017)	2nd Early Bird Fee (If payment & registrations are received by 7 Mar 2017)	Regular Fee Per Participant
<b>Program A (4 - 5 April)</b> Effective Project Management and Multi-Tasking Techniques for EA/PA	NZ\$2,295	NZ\$2,495	NZ\$2,595
<b>Program B (6 - 7 April)</b> Handling Difficult People and Managing Conflicts in Organizations for EA/PA	NZ\$2,295	NZ\$2,495	NZ\$2,595

### 4 WAYS TO REGISTER

-  Email: [admissions@claridenglobal.com](mailto:admissions@claridenglobal.com)
-  Fax: +61 3 9909 7788
-  Call: +61 3 9909 7310
-  Website: [www.claridenglobal.com](http://www.claridenglobal.com)

### GROUP DISCOUNTS

Group discount of 10% for the 2nd participant from the same organization. For limited time only by 7 March 2017 register 3 participants and the 4th participant will receive a complimentary seat.

**\*One discount scheme applies.**

Booking Contact (Approving Manager) Mr/Mrs/Ms: _____ Job Title: _____ Department: _____ Telephone: _____ Fax: _____ Email: _____ Organization: _____ Address: _____ _____ Postal Code: _____ <input type="checkbox"/> I would like to receive more information on hotel accommodation using Clariden Global corporate rate.
--

Please register the following participant for this seminar.  
(Please tick  to select your seminar(s). You may tick more than one.)

1st Participant Name (Mr/Mrs/Ms): \_\_\_\_\_  
 Job Title: \_\_\_\_\_ Department: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
 Seminar(s):  Program A  Program B

2nd Participant Name (Mr/Mrs/Ms): \_\_\_\_\_  
 Job Title: \_\_\_\_\_ Department: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
 Seminar(s):  Program A  Program B




3rd Participant Name (Mr/Mrs/Ms): \_\_\_\_\_  
 Job Title: \_\_\_\_\_ Department: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
 Seminar(s):  Program A  Program B

4th Participant Name (Mr/Mrs/Ms): \_\_\_\_\_  
 Job Title: \_\_\_\_\_ Department: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
 Seminar(s):  Program A  Program B

### FOR OFFICIAL USE

FEE RECEIVED	REFERENCE L7076_77_B/LAY
--------------	--------------------------

### 3 PAYMENT METHODS

-  By Cheque/ Bank Draft
-  By Telegraphic Transfer
-  By Credit Card

An invoice and registration confirmation will be sent within 7 days, please contact us if you have not heard from us within 7 days. Payment details will be sent together with the invoice based on your preferred payment method.

**ALL PAYMENTS MUST BE RECEIVED IN ADVANCE OF THE EVENT.**

### VENUE AND ACCOMMODATION INFORMATION

-  Stamford Plaza, Auckland
-  4 - 7 April 2017
-  22-26 Albert Street  
Auckland 1010, New Zealand
-  +64 9309 8888
-  <http://www.stamford.com.au/spak>

Accommodation is not included in the program fee but you will be entitled to use our corporate rate for your accommodation. Information will be sent along with your registration confirmation.

### CANCELLATIONS AND SUBSTITUTIONS

**\*All cancellations must be received in written form.**

Once we have received your booking, the place(s) are confirmed. No refunds will be made for any cancellations, however, program credits of equivalent value only applicable for Clariden Global events will be provided. Credits can only be redeemed for 1 program and is valid for only one (1) year from date of issue.

Substitution with a qualified candidate is allowed by providing at least 5 working days of advance notice to Clariden Global. One time substitution is allowed with no charges. Subsequent substitutions will be charged 10% admin fee.

PLEASE NOTE: Clariden Global International Limited reserves the right to change the content and timing of the programme, the speakers and the date and venue due to reasons beyond their control. If in the unlikely event that the course is cancelled, Clariden Global International Limited will refund the full amount and disclaim any further liability.

PRIVATE DISCLOSURE STATEMENT: Any information provided by you in relation to this event is being collected by Clariden Global International Limited and will be held in the strictest confidence. It will be added to our database for the primary purpose of providing you with information about future events and services.