

CLARIDEN GLOBAL MANAGEMENT INSTITUTE

# 6TH ANNUAL NATIONAL EA/PA MASTERCLASS

**2017**

April 24 - 25

**SINGAPORE**

Grand Hyatt Singapore

Advancing From Support  
to Strategic Partner



## 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.

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# 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 Pte Ltd reserves the right to change the venue of the program due to reasons beyond their control.

Contact Karen Nguyen, Program Director at +65 6899 5030 | [karen.nguyen@claridenglobal.org](mailto:karen.nguyen@claridenglobal.org)





**5,000+**  
Companies



**10,000+**  
Participants




**15+**  
Countries



**50+**  
Industries

## 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

## 6TH ANNUAL NATIONAL EA/PA MASTERCLASS

### PROGRAM INFORMATION

-  **DATES**  
24 - 25 April 2017
-  **LOCATION**  
Grand Hyatt Singapore
-  **TUITION FEES**  
Early Bird 1 (register and pay by 27 February 2017): S\$2,595  
Early Bird 2 (register and pay by 27 March 2017): S\$2,795  
Regular: S\$2,895

 **PROGRAM ADVISOR**  
**Karen Nguyen**  
Email: karen.nguyen@claridenglobal.org  
Phone: +65 6899 5030

Group discount of 10% for 2nd participant from the same organization. For limited time only by 27 March 2017, register 3 participants and the 4th participant will receive a complimentary seat (One discount scheme applies).

Note: GST is applicable only to participants from Singapore registered companies. Check your eligibility for 40% Cash Back at IRAS website.

### FACULTY DIRECTOR



#### Lizzie Wagner

- Influential Leadership:**
  - Lizzie was the **Finalist for the Telstra Business Women's Awards** for her work in building stronger and more productive business communities across Asia Pacific
  - Lizzie was awarded the **Australian Lifetime Achievement Award** for her outstanding leadership, distinguished contribution and inspiration to the vocational education and training (VET) sector. She also clinched the **International MAXI Awards and BOMA Australia Awards**
- Acclaimed business coach with over 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, Lendlease, 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

Today's EA/PA is constantly facing increasingly complex responsibilities. In order to provide full support to the management team and ensuring efficiency, EA/PA has to be well-versed on the company agenda and be able to respond on behalf of the executive. This intense and highly interactive two-day 6<sup>th</sup> Annual National EA/PA Masterclass is designed for executive assistants and personal assistants to develop world-class EA skills and become better strategic business partners to your executives.



# PROGRAM

## 6TH ANNUAL NATIONAL EA/PA MASTERCLASS

As an EA/PA, you already have the exceptional organizational and time management skills, but there is always room to up-skill when the opportunity arises, especially in this fast changing environment. In this challenging yet enjoyable two-day masterclass, you will learn how to **re-define your role and responsibilities within your company's structure** as an EA/PA, which in turn identifies the challenges and opportunities beyond the title. As the right hand of the executive, you will also **hone the art of effective communication skills** to build successful and long-term relationships within the team and with your clients. This will be an opportunity for you to **learn the different personality types and tailor an appropriate approach to deal with difficult people, better understand and work in harmony with your boss and other team members.**

On top of this, at the end of the two-day masterclass, you will walk away with the key learnings on how to create your own professional brand and image, as well as **how to increase self-awareness, mental resilience and emotional intelligence and achieve work-life balance through mindfulness.**

### KEY BENEFITS

- **Re-define** your role within your current company's structure — Opportunities beyond the title
- **Master** the art of effective communication and nurture successful and long-term relationships
- **Understand and communicate effectively** with different personality types
- **Develop your own blueprint for handling conflicts** and the art of saying No
- **Re-invent** your brand and professional image to build your strategic value
- **Lay the foundation for success:** professional networking with the right business and social etiquette
- **Cultivate** your leadership and influence, and accelerate your people management skills
- **Alleviate stress** and **increase self-awareness, mental resilience and emotional intelligence** through **mindfulness**

### WHO WILL ATTEND THIS PROGRAM

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



# PROGRAM

## 6TH ANNUAL NATIONAL EA/PA MASTERCLASS

### FACULTY DIRECTOR



#### Lizzie Wagner

*Director*

**The Lizzie Wagner Group**

**Award Winning Business Coach**

Lizzie Wagner is an acclaimed business coach with over 30 years of experience providing practical professional development training for major private and government organizations across Australasia 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 in Australia 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** for her passion and determination to challenge the status quo and build stronger and more productive business communities across Asia Pacific, **Australian Lifetime Achievement Award** for her outstanding, distinguished contribution to the VET sector, **the International MAXI Awards** and **BOMA Australia Awards**.

Having a reputation for providing excellent practical solutions to businesses through her trainings, Lizzie 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

## 6TH ANNUAL NATIONAL EA/PA MASTERCLASS

### OVERVIEW



Today's directors are looking for professional assistants whom they can rely on to be their right hand person, and who have the ability to stay on track and invest in the business growth on top of effective client management. Long gone are the days where secretaries only need to handle simple administrative work. Secretaries and assistants now not only straddle the responsibilities between 'The Executive' and the rest of 'The Business' but also act as 'Gate keepers' between their bosses and the outside world.



*A recent report by the International Association of Administrative Professionals (IAAP) revealed that the administrative professional's role has changed dramatically, and many are involved in executive work more than ever before. The profile of the work required to be done by Secretaries, Office Managers, and PAs now requires a **concerted combination of management, interpersonal and technical expertise including a creative work attitude.***



Today's admin professionals need to be versatile, tactful, organized, pro-active, and be able to think on their feet at a moment's notice in this fast changing business environment. Not only **exceptional organizational and management skills** are essential, **presentation skills, diplomacy, perception and an unparalleled ability to communicate effectively and productively with people** at all levels are also a must.

Run for the 6<sup>th</sup> time and designed carefully to enhance your existing skills, this intensive masterclass will provide you with a valuable survival kit and a complete set of tools and techniques to deal with every aspect of your ever-changing role. Walk away with **a manager's perspective for leadership skills; effective handling of difficult people and conflict management; interpersonal interaction improvement; an increase in business productivity** with mindfulness and self-awareness and contribution to your organization.





# PROGRAM OUTLINE

## 6TH ANNUAL NATIONAL EA/PA MASTERCLASS



09:00 - 17:00 / 24 April 2017

### DAY 1

#### Introduction

- Speed introductions
- **Identifying your role** and duties as EA/PA and assessing your current workplace structure and culture. Clarifying the positives and negatives of your current role and articulating your desired outcomes within the two day program; to assist in unpacking the tools required to build your skill set and ideal working environment
- Identifying and resultant effects and strategies of **Effective Communication** with your team, colleagues and superiors, and **Managing your boss** with efficiency and grace. **Dealing with difficult people** and **Managing conflict**
- Outline of the two day program and learning outcomes
- Presentation and overview of subject matter
- Topic and components breakdown
- Learning objectives for day one
- Introducing “parking”, ideas and vision board to be used throughout the two day program

*\*Highly interactive, the participants will share their role, duties and desired outcomes which will be recorded on the “parking” flipcharts for review over the two days. Learning is shared by understanding each other’s roles and challenges.*

#### Branding Yourself - The “ME PTY LTD”

A first impression is a lasting impression

- Know how to sell yourself, your product and organization
- Image and creating your own personal and professional brand
- Professional dress code, corporate grooming
- Portraying professionalism and confidence through body language / power posing / mirroring techniques
- What approach should I take based on the skills and abilities I already have?
- Defining Brand You. Self-analysis processes and exercises. Listing your top ten attributes, negative and looking at weaknesses and strengths, threats and opportunities

*\*Demonstrations and video footage of case studies. Highly interactive exercises requiring group work on body language and written exercises on personal and professional development.*

#### Understanding Personality Types

- Taking an in-depth look at varying personality types and how to deal with them
- Using personality profiling to help tailor your approach to each individual
- Learn to actively listen and react appropriately to conversation topics
- Identify and put a stop to irrelevant or negative conversations
- Strategies for managing your boss
- Effective tools to understanding your boss and how to work with different leadership styles

*\*Exercises, group work and live role play on personality types. Identifying them and strategies to effectively engage in that style, mirroring, gentle persuasion and dealing with conflict. Negotiating positive outcomes.*



# PROGRAM OUTLINE

## 6TH ANNUAL NATIONAL EA/PA MASTERCLASS

### Effective Communication Skills to Improve Your Social Skills

- THE ART OF SAYING NO!
- How to leverage a conversation to your benefit
- Improving not only your relationships but your work performance
- Using emotional intelligence
- The art of positive and effective persuasion
- Leveraging conversations to be of benefit in improving relationships and team performance
- Creating effective communication skills and interpersonal skills
- Leading a team/s with effectiveness, efficiency and flair
- Body language, creating a powerful presence, negotiation skills
- Communicating clear strategies and goals whilst developing your people / managing staff performance more effectively

*\*Live role playing, group work using new communication skills. Adapting to different conversation styles. Having difficult conversations, creating a "win, win".*

### Strategies for Dealing with Difficult People

- Confrontation and conflict / styles and methods for mediation
- Furthering effective interpersonal skills within the team/s (How not to let emotions get the best of you. Take time when responding to a potential conflict)
- How to create a more productive workplace
- Being aware of body language and the styles of non-verbal
- Effective feedback formula's, self-regulation
- Giving and receiving feedback
- Finding solutions / Expressing confidence
- Don't wait Mediate / Conflict
- Explore ideas for dealing with challenging situations and interpersonal conflict

*\*Case studies on handling difficult people and managing conflict. Live role play - Handling difficult people and situations with guidelines for conversation, positive body language and other useful strategies.*

### The Gentle Art of Saying No!

- Take time to consider requests
- Guilt free strategies
- Practice makes perfect: Practical exercises and live role playing



# PROGRAM OUTLINE

## 6TH ANNUAL NATIONAL EA/PA MASTERCLASS



09:00 - 17:00 / 25 April 2017

### DAY 2

#### Business and Social Etiquette

- Etiquette - are you leaving the right first impression
- Consideration of others
- Setting professional boundaries with consideration and manners
- Protocol
- Effective introductions
- Meet and greet / handshaking
- Telephone / Internet and social media etiquette

*\*Group exercises, meet and greet, handshaking demonstration on table manners, how to set up for a meeting/boardroom lunch, seating plans.*

#### How to Build Successful Networking

- How to succeed with networking
- Why networking is the key to professional development
- The value of a mailing list
- Conversation and interpersonal skills for effective networking
- Work etiquette outside the workplace
- Cocktail parties and networking etiquette
- Name tag etiquette
- Image and creating your own personal and professional brand

*\*Demonstration - How to conduct oneself at an event. Jacket, bag, plate, cup, saucer, finger food. Exercise - write down how many new contacts you have made this week and how you can utilize these contacts. Practice the skills developed from the session during the luncheon and networking afternoon.*

#### Managing and Resolving Conflict for Productive Working Relationships

- How to view conflict and triggers. Cause and effect. Unresolved issues, environmental, personal. Utilizing personality types model and self-evaluation to manage conflict
- Confrontation and conflict resolution strategies, overcoming objectives
- Active listening, asking the right questions, gather information
- Mastering the art of communication to negotiate and resolve conflict
- Team building and identifying the needs of your team/s
- Polishing your presentation skills
- Creating effective interpersonal skills within the team / creating healthy debate to resolve conflict
- Self-awareness in the workplace. Learning to diffuse and resolve conflict quickly

*\*Role play - participants to work in groups and with varying scenarios, master dealing with conflict, in varying ways to fit the personality type models and tools learned thus far in the sessions.*





# PROGRAM OUTLINE

## 6TH ANNUAL NATIONAL EA/PA MASTERCLASS

### **Unleashing Your Leadership Skills**

- Managing your boss
- A forensic look at your leadership style / self-analysis processes
- Merging your leadership style with company culture and vision
- The art of positive and effective persuasion
- Leveraging conversations and effective presentation skills
- Creating effective communication skills and interpersonal skills
- Leading a team/s with effectiveness, efficiency and flair
- Communicating clear strategies and goals whilst developing your people / managing staff performance more effectively

*\*Case studies on effective leadership, difficult people and managing conflict. Participants to give a 5 minute presentation to "board or management/public speaking".*

### **Mindfulness to Improve Self-awareness and Managing Stress**

- Emotional intelligence
- Identifying stress, sources of stress, its consequences and how it affects performance, conflict and the catalyst for dealing with difficult people
- Social frameworks at work - Effective communication
- Work-life balance best practices
- Creating a positive working environment by being self-aware
- Mindfulness and self-awareness techniques

*Activity: Mindfulness, self-awareness and meditation exercises. There will be several exercises led by the facilitator in this session, to engage in relaxation and mindfulness exercises. This is to encourage a healthy and more holistic mindset in the work environment.*

*A relaxing and thought provoking end to our program*



# 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 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 the future in my career. ”

*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 topics. Useful tools for future reference being shared too. That’s outstanding! ”

*Australia’s 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

*Director*

**The Lizzie Wagner Group**

***Award Winning Business Coach***

Lizzie Wagner is an acclaimed business coach with **over 30 years of experience** providing practical professional development training for major private and government organizations across Australasia 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.**

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** for her passion and determination to challenge the status quo and build stronger and more productive business communities across Asia Pacific, **Australian Lifetime Achievement Award** for her outstanding, distinguished contribution to **the VET sector, the International MAXI Awards and BOMA Australia awards.**

### CONTACT US



**PROGRAM ADVISOR**

**Karen Nguyen**

Email: [karen.nguyen@claridenglobal.org](mailto:karen.nguyen@claridenglobal.org)

Phone: +65 6899 5030



# 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

**Karen Nguyen**

Email: karen.nguyen@claridenglobal.org  
Phone: +65 6899 5030

### REGISTRATION & PAYMENT MATTERS

Email: admissions@claridenglobal.com  
Phone: +65 6899 5030

### CUSTOMIZED PROGRAMS

**Karen Nguyen**

Email: karen.nguyen@claridenglobal.org  
Phone: +65 6899 5030

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### LONDON

Email: 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  
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 27 Feb 2017)	2nd Early Bird Fee (If payment & registrations are received by 27 Mar 2017)	Regular Fee Per Participant
<b>(24 - 25 April 2017)</b> 6th Annual National EA/PA Masterclass	S\$2,595	S\$2,795	S\$2,895

### 4 WAYS TO REGISTER

-  Email: admissions@claridenglobal.com
-  Fax: +65 6567 4328
-  Call: +65 6899 5030
-  Website: www.claridenglobal.com

### GROUP DISCOUNTS

Group discount of 10% for the 2nd participant from the same organization. For limited time only by 27 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: \_\_\_\_\_

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




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

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

### FOR OFFICIAL USE

FEE RECEIVED	REFERENCE L7012/AL/KC
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### 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

-  Grand Hyatt Singapore
-  24 - 25 April 2017
-  10 Scotts Road  
Singapore 228211
-  +65 6738 1234
-  <https://singapore.grand.hyatt.com/en/hotel/home.html>

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 Pte Ltd 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 Pte Ltd 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 Pte Ltd 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.