

**COBIS Conference for PAs and Secretaries**

<b>DAY 1 (7<sup>th</sup> March 2019)</b>	
<b>08:00 – 09:00</b>	Arrival, Registration, Breakfast
<b>09:00 – 09:15</b>	Welcome Speech - Dr Barkei (School Principal)
<b>09:15 – 10:00</b>	Tour of the school
<b>10:00 – 11:00</b>	<b>Session 1</b> <b>Keynote Speaker</b> Inspirational talk by <b>Samina Azam</b>
<b>11:00 – 11:25</b>	Coffee break
<b>11:25 – 12:35</b>	<b>Session 2</b> <b><u>Option 1: Microsoft Top Tips for PAs by Paul Pennant</u></b> An enormous number of us, PAs, use the world's most popular software, Microsoft Office, on a daily basis. Yet only a few of us can truly call ourselves masters. Microsoft Office Certified Expert, Paul, promises to make you love Microsoft a little more again. You will learn how to use it effectively to produce amazing professional documents, spreadsheets and presentations, and with the use of our breath-taking shortcuts, it needn't take you hours!  <b><u>Option 2: The Art of Understanding Body Language by Yvette Pearson</u></b> More than half of our communication is through our body language. From our facial expressions, to the way we position our arms, to the direction we position our torsos. In an office environment, it's incredibly valuable to understand some key body language signs when dealing with managers, subordinates, peers, colleagues or external clients. After this session you will be able to position people around a room in a way that makes the shy more comfortable and the confident a little quieter. You will notice the signs of people who are bored or who just really want to leave the room, and be able to direct the meeting accordingly.
<b>12:35 – 13:20</b>	Lunch break
<b>13:20 – 14:20</b>	<b>Session 3</b> <b><u>Option 1: Earning your Place at the Table – Making an Impact in Meetings and Note Taking by Sandy Chander</u></b>  <b><u>Option 2: Mental Health and Well-being in the Workplace by Nicola Ross</u></b> This workshop will provide an increased understanding and awareness of what Mental Health is, common signs and symptoms of mental illnesses. Tips will be provided on how to look after your own mental health and well-being at work.
<b>14:20 – 14:30</b>	Break

<p><b>14:30 – 15:30</b></p>	<p><b>Session 4</b></p> <p><b><u>Option 1: Managing Successful Projects and Events by Paul Pennant</u></b></p> <p>Today's PA's duties do not end with looking after your manager's calendar. Top PAs are now taking on more responsibilities such as managing projects and events. This session will take you through a project life cycle and show you how to make it a shining success, earning you praise and gratitude from your boss and respect and admiration from your colleagues. Paul will help you to feel more in control of involved colleagues and deadlines, and get help from project planning tools.</p> <p><b><u>Option 2: Successful Difficult Conversations by David Porritt</u></b></p> <p>Holding staff to account and having those difficult conversations to challenge behaviours and attitudes is never easy. Leaders and managers at all levels welcome insight into positive approaches and techniques to ensure difficult conversations produce improved ways of working. This workshop will identify some of the behaviours which give challenge to PAs and explore positive, practical ways to respond and improve your team members' performance successfully.</p>
<p><b>15:30 – 16:45</b></p>	<p><b>Session 5</b></p> <p><b><u>Decision Making for the Best Possible Options by David Porritt</u></b></p> <p>There are numerous models and techniques we can use to enable us to make good decisions. In this workshop we will explore some of the most effective and practical approaches to making good choices and successful decisions. You will leave the workshop confident that you have one or two tried and tested models to improve your decision making, especially when under pressure.</p>
<p><b>16:45</b></p>	<p>Departure for a cultural visit in the city centre of Luxembourg</p>
<p><b>19:00</b></p>	<p>Dinner at a typical Luxembourgish restaurant</p>

<b>DAY 2 (8<sup>th</sup> March 2019)</b>	
<b>08:30 – 09:00</b>	Arrival (Breakfast)
<b>09:00 – 09:45</b>	<p><b>Session 1</b>  <b>Keynote Speaker</b>            Inspirational talk by <b>Sandy Chander</b></p>
<b>09:45 – 11:00</b>	<p><b>Session 2</b>  <b>Gaining Confidence at Work by Being More Assertive by Paul Pennant</b></p> <p>This session will help you acquire the confidence and assertiveness to be the assistant your manager needs. As a result, you will feel much more comfortable in your role, making decisions, dealing with clients, and asking colleagues to carry out those tasks that will advance the objectives of your organisation.</p> <p>Multi award winning PA trainer Paul will cover:</p> <ul style="list-style-type: none"> <li>• What is assertive behaviour?</li> <li>• Things to say and things to do in order to be more assertive</li> <li>• Being who you are and saying what you feel</li> <li>• Persuasion tips</li> <li>• Saying “no” with confidence and not feeling guilty.</li> </ul>
<b>11:00 – 11:25</b>	Break
<b>11:25 – 12:35</b>	<p><b>Session 3</b>  <b><u>Option 1: All Change For the Better!</u> by Nickii Messer</b></p> <p>One thing that is certain, the only constant in schools is change! Yet however much change we deal with, it seems part of the human condition to resist it. This interactive and lively workshop will consider why our colleagues (and we!) have such a tendency to resist change and explore some of the different strategies we can use to get everyone to accept, and even embrace, the many changes PAs have to implement.</p> <p><b><u>Option 2: Managing Your Manager, Interruptions and Stress</u> by Paul Pennant</b></p> <p>This session will provide you with tips and advice to help you understand your manager better, to provide more effective support, and to get the best from your working relationship. You will also take away some useful tips that can help you manage not just your time, but your manager’s time, more effectively and productively and reduce your stress levels at work.</p> <p>Multi award winning PA trainer Paul will cover:</p> <ul style="list-style-type: none"> <li>• Getting to know your manager</li> <li>• Managing upwards</li> <li>• Identifying and reducing stress factors</li> <li>• Time management tricks to avoid stress</li> <li>• Dealing with interruptions</li> <li>• Delegation</li> </ul>
<b>12:35 – 13:20</b>	Lunch

<p><b>13:15 – 14:30</b></p>	<p><b>Session 4:</b></p> <p><b><u>Option 1: Save 90 Minutes a Day Using Outlook by Paul Pennant</u></b></p> <p>Outlook is now a mature and fully-fledged assistant for you; learning to exploit its capabilities will help you make the most of your time and simplify and automate office tasks that until now have been tediously manual or just impossible.</p> <p>Microsoft Office Certified Expert Paul will show you:</p> <ul style="list-style-type: none"> <li>• How to use Outlook Categories in ways you never dreamed of</li> <li>• Manage your and your manager's projects with the Tasks function</li> <li>• Complex scheduling with your Outlook Calendar</li> <li>• Creating perfect Contacts in Outlook with one click</li> <li>• Creating email templates in seconds</li> <li>• Sending out personalised emails through mail merge</li> </ul> <p><b><u>Option 2: Time Management and Organisational Skills by Nickii Messer</u></b></p> <p>The one resource we want most, use worst and never, ever have enough of is time! PAs have so many different demands on their time, and all of them urgent! As we can't manage time, only ourselves and others, this interactive and lively workshop will focus on top tips for doing just that. Especially, we will explore some of the different skills we can employ to ensure we keep control of our work, rather than our work having control over us.</p>
<p><b>14:30 – 14:45</b></p>	<p>Break</p>
<p><b>14:45 – 15:45</b></p>	<p><b>Session 5:</b></p> <p><b><u>Live Q&amp;A session with highly experienced PAs.</u></b> <b><u>Yvette Pearson / Samina Azam / Sandy Chander</u></b></p> <p>Here's your chance to ask questions and discuss issues, tips and tricks with other PAs.</p>
<p><b>15:45 – 16:00</b></p>	<p>Closing Speech</p>



## **Paul Pennant**

Managing Director and principal trainer for Today's PA

Since the company was founded in 2005, Today's PA has always been focusing on providing highly practical training for PAs, EAs and other office professionals. Today's PA was named "Best PA Training Provider in the UK" four years running, having been voted for by thousands of PAs in the pa-assist.com Members' Voice

Awards 2014, 2015, 2016 and 2017.

PAul started Today's PA with a clear vision: to take his own experiences as a PA, office manager and business director and create training courses that meet the challenging real-world needs and aspirations of modern business professionals. PAul has personally taught PAs from over 4000 companies in over 80 countries around the world.

With the rapid advances in technology PAul has specialised in helping PAs to utilise this technology to save time and reduce stress. He covers all Microsoft Office products at all levels. PAul is a Certified Microsoft Office Specialist Master and has been invited to train PAs at Microsoft.

From the outset, PAul has been building an impressive client roster, which reads like a who's who of globally-recognised brands and other high-profile organisations. He has trained PAs from Facebook, BT, Sky, KPMG, Barclays Bank, Selfridges, UK Ministry of Defence, Microsoft, Government of the Virgin Islands, Carphone Warehouse and many more.

PAul's growing reputation and charismatic presentational style have already attracted invitations to speak at prestigious industry events such as Office Management & PA Show, The PA Show, Office\*, various events of regional PA organisations. PAul's wide communications experience really helps his students engage in what he teaches whether it be assertiveness, project management, minute writing or Microsoft skills.

## Samina Azam



Samina is an Executive Assistant with 20 years corporate experience, with the majority of her career spent between GlaxoSmithKline and BP Chemicals. During her time at GlaxoSmithKline, Samina created and ran a secretarial conference for which she received an award. She now works at Coca-Cola European Partners where she enjoys being part of the Coke family – what an experience!

The list of courses attended and certificates received is a very long one. Needless to say she has a passion for learning, motivating, teaching and development. Some of her many accolades include: ACEPA accredited, Certificate in Counselling, Family Links Parent Group Leader, NVQ Business and Administration. She believes that learning and evolving is a constant necessity and continuous part of her personal and professional development.

Samina is married, has two grown up sons and lives near Windsor in the United Kingdom. Family life is of the utmost importance to her and top of her agenda. On a daily basis she strives to be the best role model possible for her boys. She leads by example and lives her best life daily.

For several years, Samina took time out of corporate life and worked in the charity and education sector. For part of that period, she gave back to her local community and worked at the primary school she and her siblings attended. This role enabled her to work alongside underprivileged families, supporting them to improve their children's attendance and behaviour. This is also when she gained her Counselling Certificate and become a Family Links Group Leader.

Following the theme of making a difference, Samina has also spent time in several different roles within a local organisation which support adults with disabilities and who live with mental health issues.

In her spare time Samina enjoys reading and writing (particularly poetry). She is a member of the National Trust and enjoys exploring stately homes and other historic gems. Her bucket list includes travel, travel and more travel! Italy holds a special place on her list of countries visited thus far.



### **Yvette Pearson**

Yvette started her administrative career in 2005, working for a Stockbrokers in Central London as an Office Administrator. She was thrown into a world of corporate entertaining and client events, making this probably the most social of all her positions.

During the crash, Yvette was working for a global Investment Bank as an Executive Assistant (and later a Business Manager) in the Front Office. She witnessed the most turbulent of times in a brutal industry and was lucky to move on to roles which were more 1-1 and start-up focused.

Currently Yvette is 3-years into a career at an Alternative Finance company where she has taken the team through two office moves (plus another for their sister company). Her role has now increased to include the implementation of a specialised data marketing programme.



### **David Porritt**

David has been a Head Teacher and Principal for 21 years in the UK, Singapore, The Netherlands, and China. He holds an MBA in Educational Leadership (International) a Level 7 Certificate in Executive Coaching and Leadership Mentoring and has facilitated several cohorts of international teaching staff through

the International Programme for Middle Leaders for the Council of British International Schools. Along with developing and running workshops and professional learning sessions at various conferences as a consultant in schools and for a church, David is currently working to complete his doctorate in Leadership at UCL Institute of Education.

His research is concerned with Professional Agency: Exploring the Impact of Coaching on the Leadership, Learning and Self-Efficacy of School Leaders who Coach. He has been a team inspector for OfSTED and the Independent Schools Inspectorate. He is a Fellow of the Institute of Leadership and Management and coaches several clients, helping them to promote desirable and sustainable change.

Outside of school, David is a keen road cyclist and musician. He plays in a rock band when time allows and enjoys long rides with friends in a cycling club.



### **Nickii Messer**

Nickii's company, *All the geese*, is based in the East of England, and provides personalised training, development and reviews for support staff and school business management, along with system and process audits. She has many years of experience in school business leadership, and specialises in training and supporting the SBM profession. Nickii has a reputation for providing insightful solutions to what sometimes appear to be entrenched challenges!

Nickii is passionate about training and development of school and academy support staff. She constructs and delivers training courses and professional development sessions at local, national and international conferences.

In today's financial climate, Nickii believes that effective business management is critical to the success of schools. She will provide insightful, thorough and context specific audits of business systems and processes.



### **Sandy Chander**

Sandy has almost two decades worth of experience working in the education sector, including a variety of roles including administration and teaching, graphic design, maths and English. Three years ago, she set up a specialist tuition service, which she co-founded with her business partner. The tutoring service supports children and young people with dyslexia and other special needs.

Her passion for creativity and helping people led her to her current role at Hyper Recruitment Solutions. She is responsible for marketing and PA support (within PR and communications) to the MD, Ricky Martin who won the TV show, BBC Apprentice. With her continued drive for developing soft skills, she also works for Preseli - a soft skills training consultancy, delivering workshops, from "problem solving" to "how to network".

Combining her experience from the education and recruitment sector, Sandy is on a mission to help encouraging people to change the world and make an impact with their ideas, whether that's in their job or setting up their own business.

In her spare time, she is also a mentor for Virgin Start Up and helps to coach entrepreneurs on their business journey.

Her moto, "I have to make a difference in everything I do"



### **Nicola Ross**

Nicola has a wealth of experience as a medical professional; she has been the School Nurse at St George's for the past 7 years, and before this, she worked as a Nurse for over 20 years. Nicola is a qualified reflexology first aider and gives regular talks and workshops on first aid and well-being. She became interested in learning more about Mental health due to her own personal experiences and has since then attended various Mental health courses and workshops. Nicola is very passionate about well-being and mental health issues and will draw from her own experiences to help transform other people's lives.