

# Professional Development Forum

Australian Institute  
of Office Professionals.  
Incorporated in Victoria  
ABN 68 004 992 577  
*(formerly Institute of  
Professional Secretaries  
& Administrators (Australia))*

**Tuesday 22<sup>nd</sup> June 2010**

6.00pm for Networking and something to eat  
with a 6.30pm start. Finished by 8:30pm

**Cliftons** – Level 2, 440 Collins Street, Melbourne  
(between Queen & William Sts, opposite Suncorp Centre)

Speaker compliments of



PREFERRED TRAINING  
NETWORKS  
For other topics or to get  
Donna to your workplace visit  
<http://www.pretrain.com>

## “5 Behaviours of Very Effective EAs and PAs”

How do you embed these behaviours into your organisation



- Being systematic and prioritizing activities
- Putting yourself in your manager’s shoes
- Managing upwards and staying positive
- Managing stakeholders expectations and being assertive
- Thinking strategically

**Donna will help you learn to ensure no deadlines are forgotten or remembered at the last minute, anticipate tasks to be more intuitive, discover why managing upwards fails, set behavioural boundaries, understand strategic objectives and metrics, understand management expectations, motivate others to complete delegated tasks and stay positive, administrate with authority and communicate with style and much more..**

Donna is one of Australia's leading trainers and facilitators. She delivers programs across a range of clients and teams throughout the Asia Pacific region. Her lively and energetic approach to learning has her in high demand. She believes learning is a full bodied sport, and not for the feint hearted and invites her participants to step up and take responsibility for their success! Donna brings passion and energy into every environment she works in. Her personal philosophy of living according to universal laws of abundance, reciprocity and attraction is evident in how she delivers her sessions. As an experienced trainer and presenter, Donna will empower your team on how to achieve greater levels of productivity, improving their capabilities and skills. Donna works in industries as diverse as finance, mining, retail, travel, banking, and insurance. Her clients include Medibank Private, Bunnings, The Mind Gym, ANZ Bank, National Australia Bank and Flight among others. In addition, Donna works with several Commonwealth, State and Local Governments.

# PROFESSIONAL DEVELOPMENT FORUM

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# Tax Invoice / Receipt



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*As receipts are not issued, we suggest you retain a copy of this invoice.  
Please register your attendance, as caterers must be advised.*

Name: \_\_\_\_\_

Member: Yes  No  Would you like an AIOP information pack sent to you? Yes  No

Company: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Tel: \_\_\_\_\_ Email: \_\_\_\_\_

Guests Names: \_\_\_\_\_

Special dietary requirements: \_\_\_\_\_

Payment option: **MasterCard**  **Visa**  **Direct Deposit**  (AIOP-Victoria Division, BSB 013-231 | Account No: 004662554)  
(Please submit copy of payment remittance with this form)

Tax deductible cost incl. GST: \$20.00 for Members | \$35.00 for Non-Members Amount payable: \$ \_\_\_\_\_

Card No. \_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_ Expiry: \_\_\_\_/\_\_\_\_

Card holders name: \_\_\_\_\_ Signature: \_\_\_\_\_

<b>RSVP:</b>	<b>Friday 18 June 2010 to Rosalie Maxted</b>
Email:	<a href="mailto:rsvpvic@aiop.com.au">rsvpvic@aiop.com.au</a>
Fax:	(03) 9381 0971
Phone:	0403 917 317
Online:	<a href="http://www.aiop.com.au/vic/events.php">http://www.aiop.com.au/vic/events.php</a>
	Privacy Act Collection Notice: <a href="http://www.aiop.com.au">www.aiop.com.au</a>

Bookings and payments are essential for all Forums. A replacement guest is welcome if the nominee is unable to attend. However, cancellations will not be accepted after 18/06/10. If the participant does not attend, the fee payable will be charged as advertised. Should a photo of you be taken at this AIOP event we'd like to use on our website or newsletter, please tick this box should you not wish for photos to be used

