

CLARIDEN GLOBAL MANAGEMENT INSTITUTE

STRATEGIC MANAGEMENT WEEK FOR EAs AND PAs

PROGRAM A:

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

23 - 24 October 2017 | Intercontinental Melbourne The Rialto

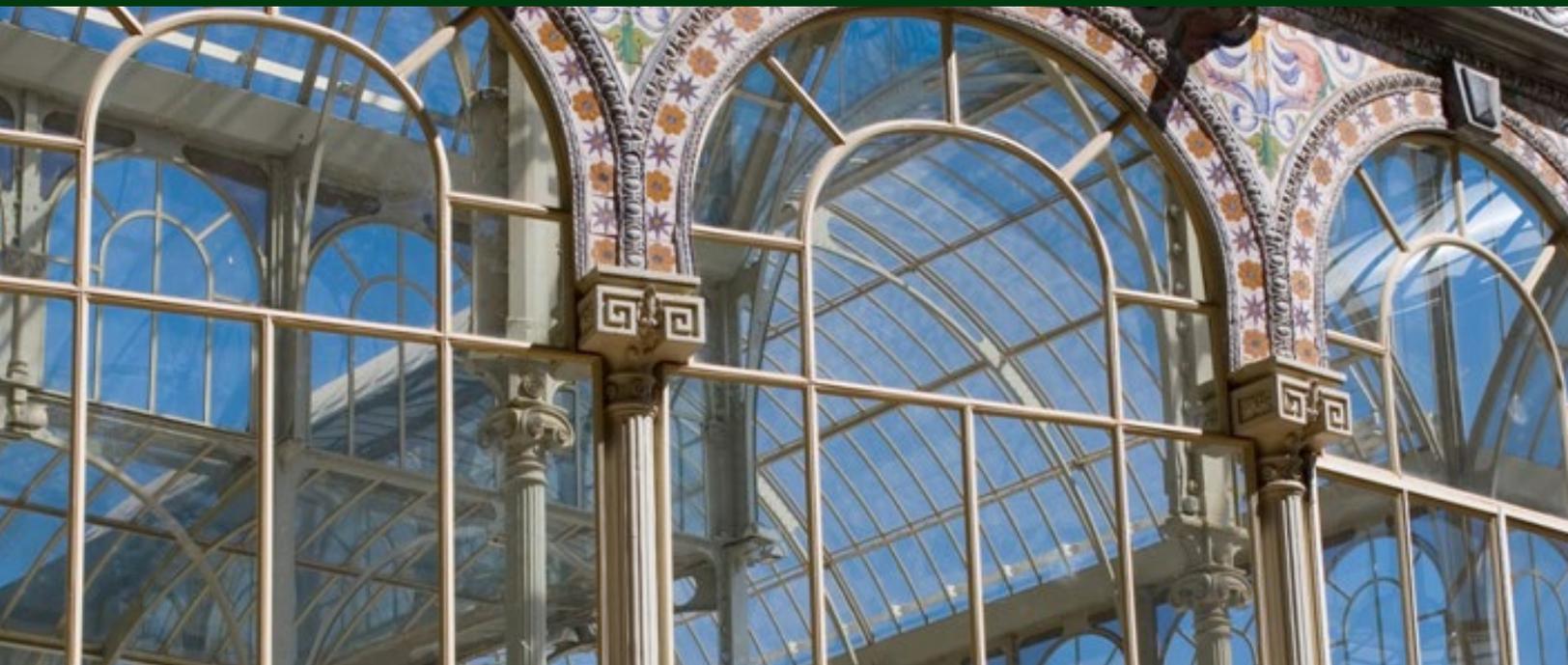
30 - 31 October 2017 | Intercontinental Sydney

PROGRAM B:

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

25 - 26 October 2017 | Intercontinental Melbourne The Rialto

1 - 2 November 2017 | Intercontinental Sydney



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.

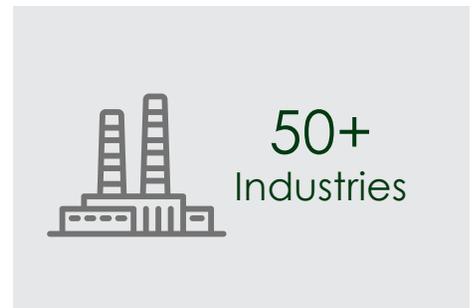


Grand Hyatt: Union Square San Francisco Hotel
San Francisco, United States

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 International Limited reserves the right to change the venue of the program due to reasons beyond their control.

Contact Mandy Denver, Program Director at +61 3 9909 7310 | mandy.denver@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 B

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

PROGRAM INFORMATION



DATES

25 - 26 October 2017 (Melbourne)
1 - 2 November 2017 (Sydney)



PROGRAM ADVISOR

Mandy Denver

Email: mandy.denver@claridenglobal.org
Phone: +61 3 9909 7310



LOCATION

InterContinental Melbourne The Rialto
InterContinental Sydney



TUITION FEES

Early Bird 1 (Register & pay by 28 August 2017): AU\$2,195
Early Bird 2 (Register & pay by 25 September 2017): AU\$2,395
Regular Tuition Fee: AU\$2,495

Group discount of 10% for 2nd participant from the same organization. For limited time only by 25 September 2017, register 3 participants and the 4th participant will receive a complimentary seat (One discount scheme applies).

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

By the end of this program, participants will be able to:

- 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 / 25 October & 1 November 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 / 26 October & 2 November 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.



YOU MAY BE INTERESTED IN PROGRAM A

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

PROGRAM INFORMATION

-  **DATES**
23 - 24 October 2017 (Melbourne)
30 - 31 October 2017 (Sydney)
-  **LOCATION**
InterContinental Melbourne The Rialto
InterContinental Sydney
-  **TUITION FEES**
Early Bird 1 (Register & pay by 28 August 2017): AU\$2,195
Early Bird 2 (Register & pay by 25 September 2017): AU\$2,395
Regular Tuition Fee: AU\$2,495

 **PROGRAM ADVISOR**
Mandy Denver
Email: mandy.denver@claridenglobal.org
Phone: +61 3 9909 7310

Group discount of 10% for 2nd participant from the same organization. For limited time only by 25 September 2017, register 3 participants and the 4th participant will receive a complimentary seat (One discount scheme applies).

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 project framework that aligns with time, costs, resources and your organization's business objectives. You will



PROGRAM A

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

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

By the end of this program, participants will be able to:

- 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

Director

The Lizzie Wagner Group

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.

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PROGRAM OUTLINE

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

 09:00 – 17:00 / 23 & 30 October 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

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



PROGRAM OUTLINE

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

 09:00 – 17:00 / 24 & 31 October 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 your 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.

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



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 TOM HARBOTTLE'S TESTIMONIALS



“ Tom made this program very real and made us all feel very comfortable so that everyone can participate freely. Excellent program! ”

Ros Elsom, *Brisbane Airport Corp*

“

The content delivered is dynamic and comprehensive. Besides being able to entertain and engage the participants, Tom took the time to have one on one chat to check on the participant's learning.

”

*Global Head,
Standard Chartered Bank*





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:



Tom Harbottle

*Managing Director
TMA*

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CONTACT US



PROGRAM ADVISOR

Mandy Denver

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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

Mandy Denver

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REGISTRATION & PAYMENT MATTERS

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CUSTOMIZED PROGRAMS

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LONDON

Email: clientservice@claridenglobal.com
Phone: +44 (0) 20 7129 1222
Fax: +44 (0) 84 3218 0413
Address: 28 Grosvenor Street
London W1K 4QR, 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 28 August 2017)	2nd Early Bird Fee (If payment & registrations are received by 25 September 2017)	Regular Fee Per Participant
Program A (23 - 24 October 2017, Melbourne 30 - 31 October 2017, Sydney): Effective Project Management and Multi-Tasking Techniques for EA/PA	AU\$2,195	AU\$2,395	AU\$2,495
Program B (25 - 26 October 2017, Melbourne 1 - 2 November 2017, Sydney) Handling Difficult People and Managing Conflicts in Organizations for EA/PA	AU\$2,195	AU\$2,395	AU\$2,495

4 WAYS TO REGISTER

-  Email: admissions@claridenglobal.com
-  Fax: +61 3 9909 7788
-  Call: +61 3 9909 7310
-  Website: www.claridenglobal.com

GROUP DISCOUNTS

Group discount of 10% for the 2nd participant from the same organization. For limited time only by 25 September 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.
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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: Sydney | Melbourne
 Program B: Sydney | Melbourne

1st Participant Name (Mr/Mrs/Ms): _____
 Job Title: _____ Department: _____
 Telephone: _____ Fax: _____
 Email: _____ Date of Birth: _____

Seminar(s): Program A: Sydney | Melbourne
 Program B: Sydney | Melbourne

1st Participant Name (Mr/Mrs/Ms): _____
 Job Title: _____ Department: _____
 Telephone: _____ Fax: _____
 Email: _____ Date of Birth: _____

Seminar(s): Program A: Sydney | Melbourne
 Program B: Sydney | Melbourne

1st Participant Name (Mr/Mrs/Ms): _____
 Job Title: _____ Department: _____
 Telephone: _____ Fax: _____
 Email: _____ Date of Birth: _____

Seminar(s): Program A: Sydney | Melbourne
 Program B: Sydney | Melbourne

FOR OFFICIAL USE

FEE RECEIVED	REFERENCE: L7230-33/AL/MD
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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

 InterContinental Melbourne The Rialto  October 2017  495 Collins Street Melbourne, 3000 Australia  +61 3 8627 1400  http://www.melbourne.intercontinental.com	InterContinental Sydney, Australia October & November 2017 117 Macquarie St, Sydney NSW 2000, Australia +61 2 9253 9000 http://www.ihg.com/intercontinental/hotels/gb/en/sydney/sydh/hoteldetail
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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.