

# THE GOLD CLASS AFFAIR

Recognising Service Excellence by Administrative and Secretarial Professionals

Thursday, 15<sup>th</sup> April 2010, Pan Pacific Singapore



## A Special Invitation for

- Secretaries
- Personal & Executive Assistants
- Management Associates & Executives
- Office/Administrative Managers
- Administrative Executives/Personnel

Fortress Intelligence is proud to present The Gold Class Affair - The one event you NEED to attend this year! With renowned speakers and authors touching on topics that are relevant, current and enriching, you will walk away with new ideas to increase your workplace and personal efficiency. Join us at this exciting event and grab the opportunity to network with our speakers as well as your peers from various industries.

**WE PROMISE YOU A DAY OF LEARNING, ENTERTAINMENT, GLITZ AND GLAMOUR!**

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The Business of People, Ideas & Events

# EVENT TOPICS



## Work-Life Balance For Secretaries

Nareen Young, CEO  
Diversity Council Australia



- Trends in Australia
- Employment of women
- Recognising skills
- Work/life balance

Nareen Young was appointed CEO for Diversity Council Australia (DCA) in June 2007 after working for DCA for two years as Senior Consultant. The CEO appointment is the most recent highlight in her notable career as a senior strategic diversity practitioner and acknowledges her role as one of Australia's leading strategic diversity practitioners and thought leaders. In early 2009 Deputy Prime Minister Julia Gillard appointed Nareen, representing DCA, to Chair the Judging and Accreditation Panel for the National Work-Life Balance Awards.

Nareen was the Director of the NSW Working Women's Centre, funded by federal and NSW governments, from 1998 to 2005. In 2003 she was nominated for a Human Rights Award and Medal for her leadership at the Centre in developing and implementing innovative and sustained activities so that it was an accessible service and could play a significant role in employment matters in NSW. Prior to this appointment, Nareen was a trade union official and during this time served in female affirmative action positions, in both cases elected by her peers, on the executive of Unions NSW and the Australian Council of Trade Unions.

## The Power Of Assertiveness

Leonardo Talpo, Trainer & Coach  
InsideOutYou Coaching & Training



- Hostility Vs Assertiveness
- The Importance of Emotional Intelligence: Emotional Blockages & Coping Mechanisms
- Reacting Vs Responding
- Communication & Boundaries
- Cultural clash & Self-Responsibility

Leonardo is an energetic training facilitator, relationships counselor and personal coach whose sense of humor, together with his relaxed and confident style can be of real inspiration to his clients and audiences. In a corporate environment, his expertise is in that of 'relationships at work'.

He brings his creativity and experience to his clients in the business world, together with the life lessons gained through his own life challenges and his several studies in the area of human development. By combining his own knowledge in psychology, counseling and NLP coaching techniques and his long term business experience in the corporate world, Leonardo has the capacity to help people like business executives and companies to create solutions to today's challenges of retention, recruitment, work-life balance, stress, relationship conflict and emotional burnout.

Leonardo's passion is to promote cultures where individuals thrive to be efficient and productive, while taking care of their health and wellbeing, from the inside out.

## Professional and Business Etiquette

Sharlyn Stafford  
Founding Partner and Trainer  
Stafford & Chan Pte Ltd



- The identity and branding of your personal and career aspirations
- Your image and personal branding
- The link between your career aspirations and your personal message
- Discover the 5 ways in which you discover your personal brand
- Dress code and tips

Sharlyn Stafford is a dynamic and successful corporate trainer, coach and consultant with more than 20 years of experience facilitating corporate training programs in Singapore, South East Asia, Australia and North America. As a founding partner of Stafford & Chan, established since 1994, Sharlyn interfaces with organisations to provide individual and team coaching, consulting or training to their executives and directors. Professionally trained by Corporate Coach University, Sharlyn graduated with honours from The University of Waterloo in Canada, with a degree in Business Studies and Tourism.

## Managing Your Internal Clock

Dr. Caroline Low  
Anti-Ageing Physician  
Raffles Aesthetics



- Learn how hormones play a role in governing your character and choices as you age
- Understand the internal balance and take control of your ageing process
- Pick up important tips on how you can get more energy and mental agility with simple lifestyle and dietary choices
- Have a better quality of life as you age

Dr Caroline Low is an Anti Ageing Physician who has a keen interest in anti ageing medicine, including laser skin treatments, anti ageing screenings and hormonal therapy. Aside from these special interest areas, Dr Low is also a general practitioner. Her area of professional expertise includes health screening and aesthetic medicine. Dr Low is a fellow of the American Board of Anti Ageing and Rejuvenation Medicine since Aug 2007. She has a keen interest in hormonal treatment and runs a successful andropause and menopause clinic, within the Anti-Ageing clinic at Raffles Hospital. She is also a frequent speaker in public forums on anti-ageing medicine where she has a strong personal interest.

## The Positive Thinking Challenge: How Changing Your Thinking Habits Can Improve Your Wellbeing At Work

Dr. Grace Lee, Psychologist & Director  
Glee Thinkworks



- How does faulty (negative) thinking affect wellbeing
- Common thinking traps and irrational beliefs
- Change your thinking patterns to increase your wellbeing and effectiveness
- What to do with fear and other negative emotions during difficult times

Dr. Grace Lee is a psychologist and director of Glee ThinkWorks, a wellbeing consultancy providing corporate seminars to empower people to create happiness and balance in their lives. Prior to moving to Singapore, Dr. Lee was a professor at the University of Hawaii in the U.S. lecturing on topics such as interpersonal relationships, persuasion, happiness and positive psychology. She completed her graduate studies at the University of Hawaii in the Department of Psychology where she conducted research and wrote a doctoral dissertation on "subjective wellbeing"—also known as happiness. She completed her undergraduate work at Simon Fraser University in Canada.



# HIGHLIGHTS OF THE EVENT

Celebrating the 8<sup>th</sup> Annual Secretaries' Summit  
Brought to you  
by the organisers  
of the Secretaries'  
Summit Series

- Learn how to manage your work and personal life more effectively
- Discover ways to enhance your professional image
- Gain insight on how to be more assertive
- Learn how to infuse more energy into your daily activities
- Discover how positive thinking can increase your efficiency at work



## TESTIMONIALS FROM PAST FI EVENTS

*'Excellent speakers, interesting topics'*

**Jackie Au Yong, Senior Secretary**  
Singapore General Hospital

*'Trainer is able to catch the attention of delegates & use examples interestingly'*

**Jocelyn Se, Vice President, DBS Bank**

*'Well done. Thank you for organising this seminar'*

**Le Truong Son, Deputy Director**  
Vietnam House in Singapore

*'Great panel of speakers!'*

**Royston Tay, Audit Manager, Singtel**

*'The co-ordinator for Fortress was responsive to delegates' needs and had good time management. An informative, fruitful and interactive session!'*

**Corine Teo, AVP, HR**  
HSBC Private Bank (Suisse) SA

*'Great speakers. Lively, productive & enriched discussion'*

**Ben Louie, AVP Global Human Resources**  
State Street Bank and Trust Company

*'It was a fruitful seminar. The speakers are helpful and approachable'*

**Tan Ling Ling, Director, Poly Vision Pte Ltd**

*'A good coach on this difficult topic. Gave very practical & personal feedback. Would definitely recommend others to attend this seminar'*

**Lily Tan, Financial Controller, Siemens Pte Ltd**

*'Very good speakers and content has depth unlike some other seminars attended'*

**Anna Ang, Director-HR, INSEAD**

*'I thought it was a well organised and very enjoyable workshop with quality speakers'*

**Victor Mills, CEO**  
HSBC Bank USA NA, Singapore Branch

**Fortress Intelligence's events have been actively attended over the past years by most Ministries, Government Bodies, Universities, Hospitals and MNCs such as the following:**

- 3M Singapore
- Abbott Manufacturing Singapore
- ABN AMRO
- Ascendas Land (S) Pte Ltd
- Asia Pacific Breweries (S) Pte Ltd
- Bayer (South East Asia)
- Caltex International
- Canon Singapore
- Citibank N A
- Civil Aviation Authority of Singapore
- Defence Science & Technology Agency
- Deloitte & Touche
- Economic Development Board
- ExxonMobil Asia Pacific
- Far East Organization
- Fraser & Neave (S) Pte Ltd
- GlaxoSmithKline
- Government of Singapore Investment Corporation
- Housing and Development Board
- Hyflux
- Inland Revenue Authority of Singapore
- Johnson & Johnson Pte Ltd
- JTC Corporation
- Keppel Corporation
- Lion Corporation
- Mapletree Investments Pte Ltd
- Maritime & Port Authority of Singapore
- Ministry of Community Development, Youth & Sports
- Ministry of Defence
- Ministry of Education
- Ministry of Environment & Water Resources
- Ministry of Finance
- Mundipharma
- National Environmental Agency
- National University of Singapore
- Ngee Ann Polytechnic
- Ogilvy & Mather (S) Pte Ltd
- Oman Refineries & Petrochemicals Company
- SembCorp
- Shell Eastern Petroleum
- Siemens
- Singapore Airlines
- Singapore Technologies Pte Ltd
- Tetra Pak
- The Monetary Authority of Singapore
- Thomson Medical Centre
- Total Oil Asia Pte Ltd
- Unilever Singapore
- Wincor Nixdorf Pte Ltd
- Wyeth Nutritionals (S) Pte Ltd



Past delegates of Secretaries' Summit events will receive **\$S100 off** the Registration Fee!

# REGISTRATION FORM

Regular Fee: S\$743.65  
(includes 7% GST, documentation, refreshments & lunch)

Please confirm \_\_\_\_\_ seat/s for 'The Gold Class Affair'  
Total payment due: S\$ \_\_\_\_\_

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**For queries, contact Hadijah Sahid**  
 Email: registration@fortressintelligence.com.sg

**For sponsorship enquiries, contact Sumitha Nair**  
 Email: sumitha@fortressintelligence.com.sg

**IN-HOUSE TRAINING**

To book relevant In-House training programmes for secretaries and administrative staff, please contact Hadijah Sahid (Email: hadijah@fortressintelligence.com.sg)

How did you hear about this event?  Direct Mail  Fax  Email  Past Events  Others \_\_\_\_\_

Cancellation Policy: Written notice of cancellation must be received 10 working days prior to an event and must be acknowledged by Fortress Intelligence. For cancellation received less than 10 working days before an event, no refunds will be made and all fees remain fully payable.

Signature \_\_\_\_\_ Date \_\_\_\_\_

I/We have read & agree to the cancellation & refund policy as above.