



In collaboration with:



Asian Strategy & Leadership Institute

Dedicated To Creating A Better Society

Supported by:



AdminPro SUMMIT 2017

Shangri-La Hotel, Kuala Lumpur

19 - 20 April 2017



STEP FORWARD

“BE THE CHANGE YOU SEEK”



APPROVED
TRAINING PROVIDER
No Siri: 356SELANGOR

AdminPro Summit 2017

“Step Forward: Be The Change You Seek”

Change will not come if we wait for some other person or some other time. We are the ones we've been waiting for. We are the change that we seek.

Barack Obama

Change is the only constant. All around us, technologies, processes, people, our environment, ideas, and methods often change, affecting the way we live our life and perform at the workplace. No matter if it is a new initiative, workplace pressure or dealing with change in our life, we are the change that we seek. And even if the change is not immediate, we can at least take pride in the integrity of our position, knowing that we have had the strength and dignity already to have started to become the change we want to see. This highly informative and sought-after event isn't about the soft and fluffy stuff, but instead a great learning and understanding why Administrative Professionals do what they do best - this is a true change management from the inside out.

Benjamin Franklin said, **"When you're finished changing, you're finished."** This is the time of year when you are looking to change, to reform, to rethink, and to reinvent yourself. This is the time of year when you are trying to strengthen and improve your knowledge, skills and relationships. Now is the time you must tell yourself that **"Yes I can"** become the best of the best Administrative Professional.

Join us for a superb learning journey ...



Administrative Professionals take the swirl of international commerce and give it cohesion. Every April for 49 years in Malaysia, the Malaysian Association of Professional Secretaries and Administrators (MAPSA) has been asking businesses in Malaysia to show gratitude to the employees who get the job done in their office.

MAPSA is again proud to put together a panel of distinguished speakers for the AdminPro Summit 2017. We are honouring the administrative professionals who make offices work. Let's join together by committing in some significant ways to mark the Administrative Professionals Week commencing 16 April 2017 and the Administrative Professionals Day on Wednesday, 19 April 2017.



2013

Honouring Administrative Professionals



2014

Beyond The Best in You
The Multi facets of Administrative Professionals



2015

The New Frontiers ...
Rising Leaders



2016

Rise to the Challenge
Technology & Leadership
Boot Camp

Returning Delegate, please claim your mystery gift from the event concierge.

DAY 1 : Wednesday, 19 APRIL 2017 | SUMMIT VENUE : SHANGRI-LA HOTEL KUALA LUMPUR

DAY 1 **WEDNESDAY, 19 April 2017**

08.00 am Registration & breakfast at foyer

09.00 am WELCOME by AdminPro Summit 2017
Director, **Ms. Betty Phua**

STEP ONE
**An Awakening: Changes In the Industry -
the Modern Day Administrative Professional as a
Strategic Business Partner**

09.10 am This panel session will provide a unique perspective on the changing role of Administrative Professionals (AP). Since the recession, the role of the AP has changed tremendously. There has never been a more challenging time for AP due to the rapid changes in their responsibilities. We will explore the opportunities that make you a true Business Partner to your Executive including developing the partnership, setting the ground rules, communication, adapting to style & maintaining a great partnership.

10.10 am **OPENING PROGRAMME**
WELCOMING REMARKS
Ms. Sylvia Thomas, President, MAPSA

OPENING KEYNOTE ADDRESS
**OFFICIAL LAUNCH OF 2017 MALAYSIA
ADMINISTRATIVE PROFESSIONALS DAY**

11.00 am Group photo and Morning Refreshments

STEP TWO
**The Secret Nature of Glass Ceilings and the Steps to
Overcome Them Managing Your BRAND in the Workplace**

11.30 am This interactive session will reveal the actual causes of glass ceilings and how women in business can break through them on their way to the C-suite (Chief Administrative Officer). This session will also provide practical guidance to deconstruct the barriers we face in the workplace and move up the career rank that we deserved.

12.30 pm **2017 ADMINISTRATIVE PROFESSIONALS DAY
CELEBRATION LUNCHEON**

**2017 MAPSA STUDENT EXCELLENCE AWARD
PRESENTATION**

**MALAYSIA ADMINISTRATIVE PROFESSIONAL
AWARD 2017**

STEP THREE
**The Leadership Advantage: Insights, Connections and
Solutions: a Formula for Extraordinary Leadership!**

2.00 pm This Leadership Advantage Session explores the formula Insights, Connections and Solutions and presents a revolutionary way to look at leadership. Leadership is not a position or title, it is an attitude to the way we work that creates impact and change in organizations. Understanding how we know and release our potential better, how to use emotional skills to connect with people and how to approach challenges in a fresh new way.

3.00 pm Networking Break

STEP FOUR
**How to Thrive During Changing Times and Beyond the Comfort
Zone: Mindset, Motivation and Change in the Real World**

3.30 pm Are we ready for the changes? Gaining the right career knowledge and having the tools in advance are key advantages. This session, we will explore the reasons that affect your resistance to change; Strategies on how to thrive during change; Keeping your competitive edge; Taking initiative; Tips to optimize and embrace change and Committing to continuous self-improvement. This interactive session combines real-world examples, tidbits of science and easy to apply concepts to help you manage your greatest obstacle, spark motivation and thrive through change.

4.30 pm Key take-out for day 1

5.00 pm End of day 1 Summit



PROGRAMME

DAY 2 : Thursday, 20 APRIL 2017 | SUMMIT VENUE : SHANGRI-LA HOTEL KUALA LUMPUR

DAY 2 THURSDAY, 20 April 2017

08.00 am Registration & breakfast at foyer

STEP FIVE

Becoming an Office Ninja: Working Smarter, not Harder!

09.00 am There is a difference between a great, productive day and having a bland, ordinary one. Based on the principles of behavioural science, this session will explore the process of how we "think how we think" to handle the daily demands of work. Making a few critical adjustments to everyday behavior and be a professional in the workplace can maximize performance and lead to a more energized outlook. This session will provide the necessary skills to build workplace relationships by discovering behaviors that either support or undermine our relationships.

STEP SIX

Leading at the Speed of Trust: the Thing That Changes Everything

10.00 am Leadership is rooted in trust, the level of trust others have in you and the level of trust you have in others. Regardless of position or the arena in which we work, the advantage is trust. This session will explore building credibility and relationships through the lens of trust and will touch on how to restore trust when it is lost.

11.00 am Networking Break

STEP SEVEN

Developing Leadership and Coaching Skills: Going from Ho-Hum to Gung-Ho! Coaching Yourself and Others to GROW

11.30 am Coaching, in a professional sense, is asking a series of questions that will help in finding the right solutions or uncover individual development. While coaching is often done from with a coach-mentor perspective in a professional setting, this technique can also be useful for working with colleagues, in your relationships outside of work, or even for yourself! In this session, we will learn the G.R.O.W. model as a framework for coaching.

12.30 pm Networking lunch

STEP EIGHT

Got Conflict? Navigating Crucial Conversations for Administrative Professionals

1.30 pm As administrative professionals, you deal with all levels of the organization. Conversations are crucial, especially when dealing with difficult leaders or co-workers. This session will explore how to communicate in difficult situations and discover techniques to prepare for crucial conversations: Explore self-awareness to determine your style; Identify ways to find common ground throughout conversations; Use strategies and tips to develop your own dialogue; Discover techniques to probe for facts; Learn how to clarify your intentions and identify what you want to have happen

STEP NINE

SMILE! Winning Communication Tools for the Administrative Professional – Managing in the Digital Age

2.30 pm This session covers all manner of communications, including written, oral, and presentation. For written communication, we examine best practices for email, letters and other correspondence including use of passive voice, tone of the document and correct writing styles. For oral communication we explore proper manners in phone etiquette, interviewing techniques and the importance of knowing what you say and how to say. Let's SMILE and learn about communication at all levels to be a more effective administrative communicator.

3.30 pm Networking Break

STEP TEN

The Power of You. It's never too late to start over. If you weren't happy with yesterday, try something different today. Don't stay stuck. Do better.

3.45 pm If you are not feeling your best or believe you could think, feel and do better then the time for change is now. Positive Adaptation is the key. What we do have today is the power to change ourselves at anytime. We need a plan, this session explores a step by step outline, so we may ultimately achieve the positive changes we seek.

4.30 pm Key take-out for day 2
Certificate of Participation

5.00 pm Lucky draw | End of Summit



Top 5 Benefits of Attending:

01

Sharpen your skills.
You will learn from over 15 speakers across 10 different tracks - how to think strategically, develop solutions that meet the organization's current challenges, and communicate effectively.

02

Get inspired.
You will hear from speakers who will reignite your passion for the job and give you the confidence to take on new challenges with enthusiasm.

03

Improve collaboration & workflow.
You will learn about team building, working smoothly with colleagues (both inside and out) and handling feedback and criticism.

04

Discover.
You will meet new vendors with the latest solutions (and maybe even better pricing), including innovative suppliers of printing, paper, office supplies, software, and other tools of the trade.

05

Networking.
You will meet 100+ of your peers. In every session and in every conversation, you will be collecting new ideas for working smarter-ideas you will bring back to the office the very next day.

AN EVENT NOT TO BE MISSED !

- * Celebrate with MAPSA's 49 years of success in leading the administrative professionals in Malaysia.
- * Discover your potential career pathway and how to acquire professional credentials to achieve the success in your career.
- * Listen to distinguished and practicing professionals on their journey, passion, expectations and challenges of the role.
- * Discover who you really are at work and your true potential.
- * Explore ways to be bold and courageous... going beyond!
- * Find out how to remodel and rebrand yourself to acquire the skills and knowledge.
- * An authentic event proudly brought to you by your OWN Administrative Professionals Association.



<p>9.00 am - 5.00 pm</p> <p>MAPSA Hub</p> <p>Stop by the MAPSA Hub to check out the latest and greatest accessories, merchandise, books, and office supplies. Be sure to shop the Hub early for the best selection!</p> 	<p>9.00 am - 5.00 pm</p> <p>Connect Lounge</p> <p>Swing by the Connect Lounge to visit The Learning Table, participate in Roundtable Discussions, network with other attendees, and recharge your mobile devices!</p>	<p>9.00 am - 5.00 pm</p> <p>Photo Station</p> <p>During APS 2017 be sure to stop by the photo station for professional headshots with fun props.</p>	<p>Who should attend?</p> <p>Whether you're a rookie or a veteran in the administrative profession, APS 2017 is designed for all levels of staff working in an office setting.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Office managers • Records managers • Executive assistants • Secretaries • Personal assistants • HR, marketing and communications support staff • Administrators • Administrative assistants
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Attending MAPSA's signature annual conference will help you succeed professionally and personally. Take charge of your career and your future, register today!



MALAYSIAN ASSOCIATION OF PROFESSIONAL SECRETARIES & ADMINSTRATORS

The Malaysian Association of Professional Secretaries & Administrators (MAPSA) is a not-for-profit professional association for office professionals with approximately 1,000 members and affiliates in Malaysia. MAPSA's mission is to enhance the success of career minded administrative professionals by providing opportunities for growth through training, leadership and community building.

The Association founded in 1968 as Secretaries' Society Malaysia provides a professional network and educational resources for secretarial staff. The association's name was changed in 2003 to Malaysian Association of Professional Secretaries & Administrators to encompass the large number of varied administrative job titles and recognize the advancing role of administrative professionals in business and government.

MAPSA is an active member of the Association of Secretaries and Administrative Professionals, Asia Pacific (ASAPAP) and The National Council of Women's Organization Malaysia (NCWO). MAPSA sister-associations are Sabah Association of Secretaries (SAS), Secretaries' Society Sarawak (SSS), Johor Association of Professional Secretaries & Administrators (JAPSA).

WHO QUALIFIES AS AN ADMINISTRATIVE PROFESSIONAL?

Many people who contribute to the workplace in a variety of settings. The International Association of Administrative Professionals (IAAP) defines administrative professionals as "individuals who are responsible for administrative tasks and coordination of information in support of an office-related environment and who are dedicated to furthering their personal and professional growth in their chosen profession." Research shows that many workers around the world still hold the "secretary" job title; however, many alternative titles have become more popular, such as administrative assistant, office coordinator, administrative specialist, executive assistant, and office manager.



REGISTRATION FORM

AdminPro Summit 2007

19 - 20 April 2017 • Shangri-La Hotel, Kuala Lumpur

Asian Strategy & Leadership Institute (ASLI) recognises the importance of protecting your personal information and is committed to the compliance of the Personal Data Protection Act 2010. Visit www.asli.com.my to view our Personal Data Protection Notice, which sets out among others, the types of personal information we collect and how we process your personal information.

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Mailing Address _____

Approving Manager's Name _____
Position _____
E-mail _____

Bankdraft/Cheque No. _____
Bank _____
Amount _____

Please indicate the nature of your business

- | | |
|---|---|
| <input type="checkbox"/> Consultancy | <input type="checkbox"/> Natural Resources |
| <input type="checkbox"/> Construction/Engineering | <input type="checkbox"/> Manufacturing |
| <input type="checkbox"/> Communications & IT | <input type="checkbox"/> Properties |
| <input type="checkbox"/> Education | <input type="checkbox"/> Service & Retail |
| <input type="checkbox"/> Insurance/Healthcare | <input type="checkbox"/> Others, Please specify _____ |
- No, I cannot attend this conference but please keep me updated by sending me additional information as it becomes available on the following topics:
- | | |
|--|--|
| <input type="checkbox"/> Finance | <input type="checkbox"/> Marketing |
| <input type="checkbox"/> IT | <input type="checkbox"/> Personnel |
| <input type="checkbox"/> Management | <input type="checkbox"/> Service |
| <input type="checkbox"/> Manufacturing | <input type="checkbox"/> Other, Please specify _____ |

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Dr/Mr/Ms _____	
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I have read the Personal Data Protection Notice (posted on www.asli.com.my) and consent to Asian Strategy & Leadership Institute (ASLI) processing my personal data in accordance with it.	
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<input type="checkbox"/> To unsubscribe from our mailing list	
Signature _____	
Date _____	

REGISTRATION INFORMATION

► FOR REGISTRATION, PLEASE CONTACT:

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REGISTRATION

Send/fax this entire form (or a photocopy) to:

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50480 Kuala Lumpur, Malaysia
Tel: +(603) 2093 5393 Fax: +(603) 2093 3078 Toll-free: 1 800 88 3096

About ASLI

The Asian Strategy & Leadership Institute (ASLI) is an independent, private and not-for-profit Think Tank headquartered in Malaysia. ASLI is committed to creating a better society and to help organisations enhance their competitiveness, leadership and strategic capabilities through its public programmes, conferences, publications, policy research, Business Councils and CEO peer groups. With over 20 years' experience, ASLI is the super-connector between Government, Business and Civil Society, having managed high-level business partnerships in Singapore, Indonesia, Philippines, Vietnam, Thailand, Cambodia, Laos, Myanmar, Japan, China, Australia, USA, Canada, Britain, Germany, South Africa and other parts of the world.

Further information of ASLI is available at www.asli.com.my

► REGISTRATION FEES

Registration Fee
RM1,899

+ 6% GST per delegate

Special Group Discount
RM1,599
(Minimum 3 delegates)
+ 6% GST per delegate

Member
RM1,299
+ 6% GST per delegate

NOTE: Fee includes lunch, refreshments & conference documentation

► PAYMENT METHOD

The fee must be paid in advance of the event. Walk-in delegates with payment will be admitted on **'space available' basis**. Cheques or bankdrafts should be crossed and made payable to **MAPSA**.

- BANK TRANSFER CASH CHEQUE

Payee name : **Malaysian Association of Professional Secretaries & Administrators (MAPSA)**

Bank account : 3109312235

Bank : Public Bank Bhd

FOR PRIVATE SECTOR

The organiser reserve the right to stop any registered delegate from taking part in the event if no proof of payment can be presented. This only applies to registered delegates who have **NOT** paid the registration fees **PRIOR** to the event date.

FOR GOVERNMENT SECTOR

A Local Order (LO) or letter of approval to participate must be presented before the event.

SUBSTITUTION/CANCELLATION

Provided the total fee has been paid, substitutions at no extra charge up to **5 days** before the event are allowed. Otherwise all bookings carry a **50%** cancellation liability immediately after a signed sales contract has been received by the organiser. Payment terms are five days and payment must be made prior to the start of the conference. Non-payment or non-attendance does not constitute cancellation.



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