



# THE CHIEF FIRE OFFICERS' ASSOCIATION

The professional voice of the UK fire and rescue service

## PA CONFERENCE PROGRAMME 15<sup>th</sup> & 16<sup>th</sup> June 2010, Hilton Hotel Cardiff Chair: Sally Murton - ACO Corporate Support

Tuesday 15 <sup>th</sup> June		
<b>From 12.00</b>	<b>Arrival, lunch and registration</b>	<b>The Atrium</b>
13.30	<b>South Wales Chief Fire Officer welcome</b>	<b>Andy Marles</b>
13.40	<p>The definitive personal assistant</p> <ul style="list-style-type: none"> <li>• How to make the boss PA relationship work</li> <li>• Tips on communication skills from body language to questioning skills</li> <li>• Strategies for gaining mutual respect</li> <li>• How to make empowerment work for you</li> <li>• Conflict management and dealing with boss's most difficult characteristics</li> <li>• Time management and multi tasking – without stress</li> <li>• Why is networking important?</li> <li>• Top tips into what makes a successful Personal Assistant</li> </ul>	<b>Sue France (Time Crème/DHL PA of the Year 2006)</b>
14.40	<b>Networking women in the Fire Service</b>	<b>Mani Gilbert-King Chair of NWFS</b>
<b>15.10</b>	<b>Tea/Coffee Break - Welsh snacks available</b>	
15.30	<p><b>Diversity, It's a people thing</b>            One is the loneliest number - <i>Legislation and why</i>            Purple people-eater - <i>Exploding myths</i>            People are strange- <i>prejudices</i>            People who need people- <i>difference and commonality</i>            Power to the people- <i>benefits to us all</i></p>	<b>Carey Wood-Duffy South Wales FRS</b>
16.00	<b>Quiz</b>	<b>South Wales FRS</b>
16.30	<p><b>Close of day one</b>  <i>Following the close of day one delegates have the option to join the South Wales hosts for a walk into Cardiff and shopping at the St David's Centre..</i></p>	
<b>19.30</b>	<b>Drinks reception, dinner and evening entertainment including Salsa dancing.</b>	<b>Friary Suite</b>
Wednesday 16 <sup>th</sup> June		
09.00	<b>Opening of day two</b>	<b>South Wales FRS</b>
09.05	<b>Reaching Your Potential</b>	<b>Anne Summers Ex-Chief of Police</b>



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	<i>An inspirational talk</i>	
10.00	<b>Thinking positive about yourself</b> <i>One hour workshop</i>	<b>Anne Summers</b> <b>Ex-Chief of Police</b>
<b>11.00</b>	<b>Tea/Coffee Break - Welsh snacks available</b>	
11.20	<b>CFOA Presentation</b>	<b>Joy Flanagan</b> <b>CFOA</b>
11.50	<b>Microsoft Office tip &amp; Tricks</b> <i>This informative session is aimed at people who use Microsoft Office on a daily basis. You will learn many time saving shortcuts to everyday tasks that even Advanced Users are not aware of.</i>  <b>This session will be followed by an Introduction to ECDL</b>	<b>Lisa McGinley</b> <b>Square One Training</b>  <b>Amanda Young</b> <b>South Wales FRS</b>
<b>12.45</b>	<b>Close of day two and lunch</b>	<b>The Atrium</b>