

## The Sessions

There will be a facilitated plenary session discussing the recommendations from the three research projects which are:

- International Credentialing
- International Position Titles
- International Networking

There will be four other facilitated sessions discussing the new topics gathered from the Advisory Council for the World Administrators' Summit pre-summit survey in November 2017. These topics are:

- Workplace Harassment – how do we manage this?
- The identity and image of our profession – how can we enhance these?
- Consistent job descriptions and career paths;
- Digital Technology Advances – the future of the role.

We hope you have all involved the members of your own associations and networks in these discussions and will come prepared to share the opinions of the administrative professionals in your country.

***“Awesome things happen when you find your voice to speak up about the things that matter.”***

Bonnie Low-Kramen



### Karen Nanninga

I am looking forward to my third Summit! Having been European Delegate myself twice, I will now contribute in my role as Facilitator. My whole working life has been around management support. I started my career as a management assistant in international companies in my home country The Netherlands and France. Then I took on voluntary positions within EUMA (European Management Assistants), now IMA, also as European Chairman. For over 25 years I have worked as a trainer and consultant in the field of management support, run seminars, workshops and courses for (training) organisations all over Europe. On top of that I am a certified business and life coach. I am passionate about accompanying people on their personal development paths, supporting their growth and making their personal potential shine. This is essential for you, Administrators from all over the world, as you are facing the challenge to define your added value and proactively shape your own roles, in view of the changes that affect your organisations and your jobs directly. Let's join forces during our meetings for a shared and profound message to our colleagues all over the world.

### Lucy Brazier

I had the honour of being asked to Chair the 2015 World Administrator Summit in Papua New Guinea. So I am delighted to be invited back this year to be one of the Facilitators in Frankfurt.

As CEO of Marcham Publishing, publishers of *Executive Secretary Magazine* My passion is for the Assistant role to be truly recognised as a career and not just a job. I am so grateful to have had great opportunities to train, present and chair in over 45 countries at over 400 events. This has given me a unique overview of the role and where it is heading.

Working with the most forward-thinking, passionate and knowledgeable trainers in the world as well as personally meeting and speaking to thousands of people over the last six years, I have come to understand the issues that Admin Professionals all over the world are facing on a day to day basis.

The topics chosen for our sessions are the ones that assistants everywhere are struggling with. I can't wait to get started.

**This is [your](#) event and [your](#) chance to participate in shaping your profession for the future and throughout the world**

## Meet Your Facilitators

### Helen Monument

Having a 30-year career in management support, I am passionate about sharing my knowledge and experiences with like-minded professionals. I have worked at many international companies, learning and growing my skills as I went along, but I would not be where I am today were it not for the many and varied learning opportunities I have had as an active member of International Management Assistants (IMA – formerly EUMA). I worked together with Karen Nanninga on the European Committee, first as Association Secretary, then following in Karen's footsteps as European Chairman. So I know what it takes to lead a multi-cultural team to a successful result.

As The Monumental Assistant, I continue to encourage and support Assistants at all levels by sharing my experiences as a conference speaker, coach, mentor and trainer.

I believe that we should never stop learning and that we all have a duty to help each other succeed in our amazing field of work. The aim of Summit is “..to guide, influence and positively develop the profession....”, Let's do this!