

LIFE SCIENCE ADMINISTRATIVE EXCELLENCE FORUM

Become Essential Support for the
Executive Leadership at Your Company

November 28-29, 2018

Wyndham Hamilton Park Hotel and Conference Center
Florham Park, NJ

LEARNING OBJECTIVES



Advance internal and external communication skill sets through best practice sharing



Learn how others have become vital to daily operations by contributing to various internal team relationships and external communications



Enhance current intangible skills that are crucial to the success of a positive workplace dynamic



Identify new solutions for industrywide administrative hurdles



Determine personal and professional goals by cultivating relationships and presenting a professional image with members of various departments across the company.



Hear best practices for working with office supply and service vendors to maintain a productive work environment and strict budget

FEATURED SPEAKERS



Allery Elder,
Senior Administrative Assistant, Tech Ops.,
SPARK THERAPEUTICS



Diane Inman,
Executive Assistant to Senior Vice President, Technical Operations,
AMICUS THERAPEUTICS



Lisa Fontana,
Business Manager,
ROCHE INNOVATION CENTER NEW YORK



Kelly Fraga,
Executive Assistant,
SOLESIS



Kathy Loesberg,
Senior Administrative Assistant,
SEQIRUS



Katherine Marlin,
Senior Executive Assistant and Facilities Supervisor,
MEDAVANTE-PROPHASE



Maria Matteo,
Executive Assistant, Informatics Team,
COVANCE



Maria Saraiva,
Senior Executive Administrative Assistant, Global Development R&D,
DAIICHI SANKYO, INC.



Josephine Utate,
Executive Assistant to Vice President of Finance,
BAYER



Dina C. Zayaitz,
Executive Assistant to Senior Vice President Global Technology Solutions,
IQVIA

DEAR COLLEAGUE,

Administrative professionals are an essential part of the support system for the leadership of any life science organization. They frequently juggle a variety of responsibilities and are perfect examples of highly flexible employees with the ability to adeptly prioritize. These members of an organization add value to their company through strategic internal/external communication on behalf of their leadership. Whether they are training a group of new support staff, coaching a C-level executive assistant to navigate complex communications, facilitating a dynamic workshop, these members of a company are a crucial part of daily operations. For these reasons it is essential to develop a platform for administrative professionals to share best practices for stepping up the ranks with their leadership.

As more pharmaceutical and biotechnology companies grow to meet medical needs on a global scale, the role of the administrative professional has never been more critical than in today's dynamic drug development sector. This event will allow executive support staff in the life science industry to gather for a unique opportunity to share communication strategies that enable them to support some of the most influential thought leaders in the pharmaceutical industry and make the transition to essential support staff for C-Level executives. The administrative professionals that participate in this event will return to work eager and motivated, armed with a refined set of strategies to advance their professional success.

I look forward to welcoming you in November!

Best Regards,
Dario

This conference is designed for professionals with responsibilities in the following areas:

- » Administrative Assistance
- » Executive Assistance
- » Office Management
- » Data Entry and Word Processing
- » Customer Service

This conference is also of interest to:

- » Recruiting Firms
- » Office Supplies Providers
- » Video Interviewing Solution Providers
- » Human Capital Management Software Providers
- » Applicant Tracking Solution Providers



WYNDHAM HAMILTON PARK HOTEL AND CONFERENCE CENTER | 175 PARK AVE, FLORHAM PARK, NJ 07932

To make reservations, please call **973-301-9717** and request the negotiated rate for ExL's Life Science Administrative Excellence Forum or provide the block code **11276880LA**. You may also make reservations online using the following weblink: <https://goo.gl/x7vBZs>. The group rate is available until **November 6, 2018**. Please book your room early, as rooms available at this rate are limited.

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SPONSORSHIP AND EXHIBITION OPPORTUNITIES

Do you want to spread the word about your organization's solutions and services to potential clients attending this event? Take advantage of the opportunity to exhibit, underwrite an educational session, host a networking event or distribute promotional items to attendees. ExL Events will work closely with you to customize a package that will suit all of your needs. To learn more about these opportunities, please contact **Christopher Summa**, Business Development Manager, at csumma@exlevents.com or **917-932-0432**.

DAY ONE

WEDNESDAY, NOVEMBER 28

8:00 REGISTRATION OPENS // CONTINENTAL BREAKFAST

9:00



OPENING REMARKS

Kelly Fraga, Executive Assistant, SOLESI



Diane Inman

Executive Assistant
to Senior Vice
President, Technical
Operations,
AMICUS
THERAPEUTICS

9:15

MAKE THE TRANSITION FROM ADMIN POOL TO C-LEVEL SUPPORT

- Understand that if you support C-Level YOU are C-Level
- Cultivate a chief of staff mentality to match your Chief's department-wide expectations
- Be proactive in defining your own leadership role and set expectations with your Chief's direct reports
- Your insight is important, offer it when appropriate and always one to one



Maria Matteo

Executive Assistant,
Informatics Team,
COVANCE

10:00

DEVELOP A PROFESSIONAL PARTNERSHIP AND BECOME AN INSTRUMENTAL ASSET TO YOUR LEADERSHIP

- Identify ways to establish a strong strategic and supportive business partnership with your leadership
- Understand how earning your leadership's trust is essential to become an invaluable member of the team
- Foster professional trust with your leadership to demonstrate that you understand their priorities

10:45

NETWORKING BREAK



Josephine Utate

Executive Assistant
to Vice President
of Finance,
BAYER

11:15

ADMINISTRATIVE COLLABORATIONS: GAIN LEADERSHIP SKILLS AND OVERCOME HURDLES WORKING IN TEAMS

Often, administrative professionals are required to work as a team within or across departments. Administrative collaborations can present a unique set of challenges, especially when project lead and seniority level or specialty skills aren't matched up. This session will be a story-based examination of two situations where administrative professional had to work as a team. We will unpack the challenges that arose and the communication skills required to overcome these challenges.

12:00

NETWORKING LUNCHEON

DAY ONE

WEDNESDAY, NOVEMBER 28



Lisa Fontana

Business Manager,
**ROCHE
INNOVATION
CENTER**

1:00

STEPPING OUT OF YOUR COMFORT ZONE WITH CONFIDENCE TO ADVANCE YOUR CAREER

- Set achievable personal goals that can have a positive effect on your career goals
- Build confidence and develop a growth mindset
- Ignore your inner critic; it's ok to be scared
- Be open to what is hiding around the corner and become more professionally resilient

Shannon Wasson,

Executive Assistant
Global Compliance,
TEAV

1:45

COMMUNICATION ESSENTIALS FOR ADMINISTRATIVE PROFESSIONALS

- Ensure ongoing verbal communication with your manager with frequent check-ins
- Keep work flowing with minimized errors by flagging issues before they arise and developing a proactive work environment
- Hear strategies for filtering essential and relevant information to maintain office processes
- Learn best practices for interacting with those who are indirect or confusing in their communication

2:30

NETWORKING BREAK

3:00 CLOSING PANEL DISCUSSION

CREATE THE PERFECT PROFESSIONAL DYNAMIC BETWEEN ADMIN AND LEADERSHIP

- Develop a communication dynamic where you can anticipate your leadership needs and are proactively prepared to handle their changing workload
- Foster a deep understanding of your manager's professional goals to better support your mutual upward mobility

MODERATOR

Kelly Fraga,
Executive Assistant,
SOLESIS

PANELISTS

Diane Inman,
Executive Assistant to
Senior Vice President,
Technical Operations,
AMICUS THERAPEUTICS

Lisa Fontana,
Business Manager,
**ROCHE INNOVATION
CENTER**

Josephine Utate,
Executive Assistant to Vice
President of Finance,
BAYER

4:00

DAY ONE CONCLUDES



DAY TWO

THURSDAY, NOVEMBER 29

8:30 CONTINENTAL BREAKFAST

9:00 **OPENING REMARKS**
Kelly Fraga, *Executive Assistant, SOLESIS*



Dina C. Zayaitz
Executive Assistant to Senior Vice President Global Technology Solutions, IQVIA

9:15

BECOME A TRUE GLOBAL CONCIERGE FOR YOUR EXECUTIVE LEADERSHIP TEAM

- Build a global network of diverse and essential connections starting from zero
- Hear strategies to leverage key contacts from within your diverse global regions
- Become the expert concierge and “go-to” person for your region/area to give back to your network
- Develop great relationships with the vendors and suppliers you depend on most



Maria Saraiva
Senior Executive Administrative Assistant, Global Development, DAIICHI SANKYO

10:00

INTERNAL AND EXTERNAL COMMUNICATION SKILLS TO INTERPRETING LEADERSHIP PRIORITIES

- Develop a deep understanding of your department’s and your leadership’s long-term priorities
- Understand how to prioritize delegated duties to match your leadership’s preferences
- Create a system for open and frequent communication with your leadership to ensure your understanding of their priorities is current

10:45 NETWORKING BREAK



Kathy Loesberg
Senior Administrative Assistant, SEQIRUS

11:15

FROM CONTRACTOR TO HIRE — RELAUNCH YOUR CAREER

- Identify negatives and positives of contractor role
- Accept assignments that will position role before Executive Leadership
- Seek out mentors to increase the advocacy level in an organization

12:00 NETWORKING LUNCHEON



Katherine Marlin
Senior Executive Assistant and Facilities Supervisor, MEDAVANTE-PROPHASE

1:00

EARN LEADERSHIP TRUST BY SHARING YOUR PROFESSIONAL EXPERTISE WITHOUT EXPECTATIONS

- Understand the value of your skills and when to share your recommendations with your manager
- Foster an understanding that underutilized recommendations are valid ways to demonstrate your commitment to your manager’s priorities
- Offer your expertise to junior staff in a digestible manner to increase the ease of transition under new management

TIPS, TRICKS, AND BEST PRACTICES FOR BECOMING ESSENTIAL STAFF

Hear a fellow administrative professional discuss and reflect on how they have become an essential support system for their department and manager.

- Create a pipeline for ongoing verbal communication with your manager
- Simulate professional trust with your manager in your understanding of their priorities
- Identify ways to establish strong internal and external leadership skills that represent the manager

MODERATOR

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Executive Assistant,
SOLESIS

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MEDAVANTE-PROPHASE

Allery Elder,
Senior Administrative
Assistant, Tech Ops.,
SPARK THERAPEUTICS

CONFERENCE CONCLUDES

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October 12, 2018

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