



WORLD ADMINISTRATORS

SUMMIT

11th World Administrators Summit Meeting Notes & Outcomes

8th & 15th May, 2021

Helen Monument, Chair, Interim Council WA-Alliance

As a result of the Coronavirus-19 (COVID-19) Pandemic, the 11th WA-Summit could not take place as planned in 2020 in Wellington, New Zealand. It was decided to move the face-to-face event to May 2021.

To ensure continuity of the Business affairs of the WA-Summit, an online meeting was held using Zoom on 31 August 2020. The outcomes of that meeting can be found [here](#).

The ongoing COVID-19 restrictions ultimately meant that the planned New Zealand Summit in May 2021 could not be held, so it was decided to hold the 11th WA-Summit online, spread over two days. The meeting was recorded. This report is a summary of the discussions, decisions, and outcomes. The Master presentation for Day 1 of the 11th WA-Summit can be found [here](#).

Opening & Official Welcome to Day 1

The meeting was opened by Helen Monument, Chair of the WA-Alliance (WAA) Interim Council, who welcomed 64 delegates from 29 countries and 11 Observers, who were able to speak only if invited to do so. After introducing the Interim Council members, she also welcomed the four facilitators who would be leading the four discussion groups, and four guest speakers who would be sharing their insights into the discussion topics. Helen also explained the voting process, which would be done via a Zoom Poll on screen. The Delegate leaders are the only ones eligible to vote at the WA-Summit and there is one vote allowed for each country represented. Sherie Pointon (New Zealand) was the Host for the meeting and would be monitoring the Polls as well as facilitating any questions that came up either by Delegates raising their hand, or in the Chat window. Helen thanked everyone present for their commitment to the Summit before making her introductory speech which can be found [here](#).

Introduction to the Plenary Sessions

Helen Monument explained the purpose of the two plenary sessions on Day 1 and the process for the four breakout discussion sessions. She thanked everyone who worked on or contributed to the reports that were to be presented. She explained that splitting the WA-Summit into two consecutive Saturdays would give the Council the chance to consolidate the outcomes from the four discussion groups so that they could be presented on Day 2.

Interim Council Actions to date

The WA-Interim Council

Helen Monument introduced the members of the WAA Interim Council and explained that their Interim period was for 12 months, starting with their endorsement at the Business Meeting in August 2020. The WAA will be opening its membership process very soon and there will be an AGM held for those who are members on 4th September 2021. At that meeting, the members will vote to elect a permanent Council (period of office will be two years, followed by an optional further two years). She also announced that the Interim Council members have decided to put themselves forward as candidates for the permanent Council, except for Jesse Egeonu (Nigeria), who will step down on 4th September. More details on the election process, including how to submit an application for candidature, will follow. Helen then explained the Team Charter that the WAA has developed and uses as their framework for effective teamwork, built on trust, respect and support.



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Outcomes of the 2020 Business Meeting & The Way Forward

The Delegates at the August 2020 Business Meeting agreed that the WAA Council would replace the WA-Summit Advisory Council, so the Interim Council was endorsed. Then during the discussion sessions, Delegates brought forward approximately 100 suggestions, questions, statements, and actions they wanted the Council to work on. These outcomes are available in the ['Outcomes of the 2020 Business Meeting'](#) document on the WA-Summit website. The WAA Council looked at these items, and decided what actions were expected of them, what was necessary for them to act on as well as what was practical for them to achieve in the short period of 12 months of their interim period, to establish the WAA.

The Chair then explained how the Council analysed the input from the delegates and clustered them into the four spearheads of the WAA aim: **To Guide, Influence, Develop & Elevate the Administrative Profession**. The Way Forward is just the beginning for the WAA and is by no means completed. This is the first year of the WAA and there was a great deal of work to be done behind the scenes to get the WAA off the ground. The Interim Council expressed its hope for the support of the Delegates to continue this work on the strategic plan.

WA-Alliance Secretary Update - Vicki Faint

The Secretary to the WAA Interim Council is responsible for supporting the Chair and the Council with all administrative tasks necessary to execute the business of the WAA, including but not limited to:

Council Meetings: Held fortnightly and as required to further the aims of the WAA. The Secretary is responsible for planning and communicating the Council Meetings. All members are located at various parts of the globe – time zone differences are considered and rotated on a six-monthly basis for fairness to all.

Minutes and Tasks: These are recorded and updated immediately following each fortnightly meeting for transparency for all current and future WAA Council Members.

Procedures Manual: A living document currently being reviewed. Amendment to the Procedures Manual may be recommended by the Council or the Members at any time, followed by ratification at the Annual Meeting.

Role Descriptions: Have been drafted or written for all WAA Council Members.

AGM: The timeline has been developed and agreed by the WAA Council.

Annual Report: The report will be drafted in preparation for the WAA AGM.

WAA Council Nomination Forms: The forms have been developed and agreed by the WAA Council.

Vicki closed by expressing what an honour it is to be the Secretary to the WAA Interim Council helping to raise the profile of the Administrative Professional career.

Finance Update – Ursula Wartha

Based on the proposal of the Future Task Force, work started in September 2020 setting up the finance system for the WAA. Opening a bank account and arranging for a credit card for payments and receivables.

The accounting system was set up in Xero, a tool recommended by the Future Task Force. This account is connected with our bank account and any transactions are fed automatically into Xero to be reconciled with the corresponding invoices and accounts.

An account was opened with Stripe, which processed the payments for the WA-Summit and with PayPal. These payment tools can be integrated in different applications such as Wild Apricot, the tool used by the WAA for event and membership management.

Ursula thanked Melissa Mahoney from IAAP and Sherie Pointon from AAPNZ for their support and expertise in helping the WAA to set up this framework.

- The first year of WAA business ended in December 2020, so the first income statement was prepared.
- The budget for the new fiscal year of 2021 was based on agreed participation fees for the Summit, the WAA membership fees, and what we might achieve from partnering or sponsorship.
- On the expenses side, there are recurring costs for the WAA office, e.g., license fees, website costs, etc.



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- Based on this budget, a review of expenses and revenue is done regularly by the Finance Officer. The WAA Council is kept up to date once per month.
- At the first AGM in September, a detailed financial report will be produced and the budget for 2022 presented.
- There are also legal and tax requirements to fulfill, Incorporation fees, the so-called Franchise Tax.
- The WAA is also required to file an income tax declaration with the IRS (US Tax Authority), which is work in progress due to delays at the tax authority.

Communications Update – Barrett Shaw

Communications on social media have been a particularly important part of the WAA activities so far. A Company Page has been created on LinkedIn, which is growing weekly and currently has over 700 followers.

Twitter and Facebook accounts also get good exposure. The Communications team - Julia Schmidt (Norway) and Elizabeth White-Peters (USA) and the Social Media Ambassadors - are spreading the word of the WAA and the WA-Summit as broadly as possible.

The new WAA website is currently being created and, if funds allow, the WA-Summit website will be updated.

The monthly newsletter also attracts a great deal of attention, with 480 subscribers to date. This number is growing all the time. The WAA is looking at starting an Ambassador programme to encourage future members to talk about the WAA and spread our messages far and wide.

The Chair thanked Julia Schmidt particularly for her creative work and commitment in producing the monthly Newsletter.

Partnerships Update – Christine Stewart

A Partnership prospectus has been designed, offering three categories of partnership with the WAA for a 12-month period and/or Sponsorship (e.g.: for one off event). Once Partnering and/or Sponsoring arrangements are agreed to, an Agreement is drawn up for sign off. If a Supporting Partner (in kind) arrangement is agreed to, a letter of arrangement is drawn up for sign off. We are looking for opportunities on a world-wide basis and undertake appropriate negotiations in consultation with the Chair, WAA and potential partners.

Technology Update – Jesse Egeonu

The first step the Interim Council took was to set up its communication and collaboration tool. Unanimous preference for Microsoft (MS) Office 365 was established and an account enabling each of the Council members to operate a dedicated email address was set up. The account format ensures that, regardless of any changes that occur in the Council or its Members, the respective account(s) can easily be accessed, and continuity is assured. The MS Office 365 account also includes Microsoft Teams, which is currently the Collaboration tool for the WAA and the WA-Summit. To date, WAA Interim Council meetings have been held on MS Teams and all our documents for and resulting from the meetings are stored there. Future Task Forces or project teams will be added to the necessary MS Teams appropriate channel, to ensure their documents are readily visible, to encourage online collaboration, and to avoid emailing documents back and forth which would be needlessly time consuming and could get documents lost as volunteers transition in and out of their task force roles.

The Council also created a WhatsApp group for quick and easy messaging/prompting on very urgent or time sensitive matters. Regarding future pathways, the Council aims to create a dedicated webpage to facilitate and reference training/development resources from Member Associations and Partners for the benefit of isolated members in countries/regions that do not have large associations/networks which provide such resources.



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Membership Update – Debra Chafe

After the discussions at the 2020 Business Meeting, three membership categories have been created and the fee structure. These are fees per calendar year, pro-rated from the month of membership:

Administrative Professionals Associations/Networks: \$149.

Business Partners: \$149 plus an optional \$99 to have a short company profile and a live link to their website/business page.

Individual Administrative Professionals: \$49 (only for those in countries where there is no Association).

The software used to manage the WAA membership database is Wild Apricot, which links from a dedicated Membership page on the new WAA website and is GDPR compliant.

Final adjustments are currently being made to the application process and the aim is to open for membership applications within the next few weeks.

The Chair thanked the Interim Council for their dedication, collaboration, and hard work for the WAA in its formation year.

Recommendation:

The Interim Council request the support of the 11th WA-Summit Delegates for the actions taken to date in establishing the WAA and to continue with its work as shown in their presentation, up to the end of their 12-month interim period.

ACCEPTED

The Chair thanked the Delegates for their overwhelming support.

Reporting on 2018 Summit Topics – The Chair

There are two reports from 2018 that the Council has decided not to present at this time: International Credentialing & International Networking.

International Credentialing Report

Leader: Wendy Rapana (New Zealand), Cathy Harris (South Africa) Association Credentialing, Megan Hall (USA) Reporter, Charon Maxime (Trinidad & Tobago), Julia Schmidt (Norway), Eleni Rizikianou (Greece), Weka Avosa (Papua New Guinea) and Vicki Faint (New Zealand) link to Skills Set Matrix Task Force.

During the consultation round on this report, it was felt that there was not enough data from around the world to be able to speak with any authority on this topic now, neither does the WAA have the professional expertise to do so. Eth Lloyd, who reviewed the report with an industry expert, proposed that this work is paused for the time being, so that the focus can be on producing the Skills Set Matrix.

Recommendation:

The Interim Council proposes that the recommendations from the International Credentialing report are put on hold for the time being, until such time the WAA Council is better able to oversee the available resources to do the work required.

ACCEPTED

International Networking Report:

Leader Silvia Salomon (Italy) and members Silvia Cominotti (Italy), Selvaggia Fagioli (Italy), Allison Lewis (Trinidad & Tobago), and Tanya Tesnovets (Ukraine). Paula Harding (UK) Advisor, Eth Lloyd.

The report recommended the creation of a new LinkedIn forum (group) for all administrative/office professionals.

The aim of this group would be to create a truly global network in terms of reach; effectively becoming the one place where the “voices of admins” are heard, allowing us to “Speak with one Voice.”



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Although the WAA Council absolutely supports the excellent recommendations in the report, it does not have the required resources currently to put this plan into action. Running a closed LinkedIn Group requires almost daily input and attention. Such a private group needs to be managed and moderated, it needs posts and responses, it needs to be kept alive, or it is not serving its purpose. The WAA Company page has grown, that is the face of the WAA to the outside world and we appreciate the amount of work that goes into keeping that page fresh, new and attractive. It would also need to run alongside the company page so that the messages are consistent.

Recommendation:

The Interim Council proposes that the recommendations from the International Networking report are included in the WAA communications plan, but put on hold until such time the Alliance Council is better able to oversee the available resources.

ACCEPTED

The Chair thanked the teams for their dedication and the Delegates for their support.

The Skills Set Matrix Report

Vicki Faint, Task Force Leader, presented the [report](#) which had been distributed to all before the Summit. More details can be found in the notes of the Day 1 Master presentation. Then the Delegate leaders were asked to cast their vote.

Recommendations:

1. **THAT** this report is discussed and following positions are endorsed, or modified, as a starting point of formalising role levels:
 1. Level 1a and 1b – showing progression.
 2. Level 2
 3. Level 3
 4. Level 4
 5. Level 5

2. **THAT** it is noted that this report is a living document and is open to be modified, added to, or adjusted as required.

ACCEPTED

The Chair thanked Vicki Faint and the team by saying that this is probably the most ground-breaking piece of work that has been produced by the WA-Summit. The research has been solid and extensive. The WAA Council Members have been talking about it already for some months at seminars and webinars as well as publishing articles. There has been a huge amount of interest, not just from administrative professionals, but from businesses and HR Departments who are reshaping their organisations and need to understand how to make the best use of the administrative professionals they employ. The discussion groups will be looking at the next steps for the Skills Set Matrix. The world is waiting for this. Sometimes the wheels of the Summit turn slowly, but we need to get this out into the world in a marketable form as soon as possible.



Harassment in the Workplace Report

Susan Engelbrecht, Task Force Leader, presented the [report](#), with the templates; [Appendix 1 \(Code of Conduct\)](#), [Appendix 2 \(Checklist\)](#), [Appendix 3 \(Campaigns\)](#) and [Appendix 4 \(Policy\)](#) which had been distributed to all before the Summit. After which the Delegate leaders were asked to cast their vote. More details can be read in the Notes pages of the Day 1 Master presentation.

Recommendations

1. **THAT** international administrative professional associations/networks and organisations undertake to educate their members that any form of harassment in the workplace is unacceptable and will not be tolerated.
2. **THAT** international administrative professional associations/networks and organisations undertake to provide information and support resources in relation to workplace harassment on their websites.
3. **THAT** the delegates of the 11th WA-Summit agree that their respective national/united associations/networks and organisations support a pledge, such as the example provided, for the WA-Summit Workplace Harassment Task Force.
4. **THAT** agreement is reached that once an association/network/organisation ratifies the pledge, their logo is added in support of the WA-Summit Workplace Harassment Task Force.
5. **THAT** a logo be designed so that, once an association/organisation ratifies the pledge, they will be entitled to use the “WA-Summit Workplace Harassment Task Force Supporter” logo on their website, publications and social media.

ACCEPTED

Identity and Image of Administrative Professionals Report

The [report](#) was presented by Eleni Rizikianou (Greece), Karin Helene (Sweden) and Vania Alessi (Italy), which was distributed to the delegates before the Summit. After which the delegate leaders were asked to cast their vote.

Recommendations

1. **THAT** the Delegates of the 11th WA-Summit discuss this document, after having consulted within their own countries, and provide feedback so that Task Force can adjust to ensure it meets the requirements of Administrative Professionals globally.
2. **THAT** the Delegates of the 11th WA-Summit approve this Task Force submitting these documents to the WAA Interim Council, after any requested changes agreed on have been made and approved, to be included on the WA-Summit website to provide support to all Administrative Professionals globally as they work towards raising the image of the profession.

ACCEPTED

Facilitated Group Discussions

The delegates were then divided into four facilitated discussion groups as follows:

Strategies to support the use of the Skills Set Matrix. Facilitated by Lucy Brazier, with guest speaker Sarah Richson and note-taker Bianca da Silva Araujo.

How to attract and support the next generation of Administrative Professionals. Facilitated by Heather Baker with guest speaker Skevi Constantinou and note-taker Debra Chafe.

Digital Technology and AI: what strategies and tools are needed to upskill ourselves and support others? Facilitated by Juanita Mort. Guest Speaker Michelle Bowditch was sadly unable to participate. The note-taker was Jesse Egeonu.



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How do we protect and enhance the Future of the Profession? Facilitated by Karen Nanninga with guest speaker Bonnie Low-Kramen and note-taker Ursula Wartha.

NOTE: The outcomes of the Facilitated Sessions were collated after the Summit ready to be presented on Day 2.

Round up and closure of Day 1 - Chair

Helen Monument thanked everyone for their lively contributions in the sessions and explained that the outcomes will be collected from the Facilitators and notetakers and collated for presentation on Day 2 – 15th May.

On Day 2. Eth Lloyd will also present the latest updates to Administra, the World Action Plan. The process for Council elections and the online General Meeting will be explained. The especially important Diversity, Inclusion and Belonging report will be presented. This report will be sent to the Delegates on Monday 11th May, so they have time to read it before Day 2. The Chair closed Day 1 of the WA-Summit by showing her appreciation to all the participants for their time and commitment.

End of day 1



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DAY 2

Opening & Office Welcome to Day 2

Helen Monument welcomed all participants back to the World Administrators Summit and confirmed that 62 Delegates joined, representing 27 countries. The Chair thanked the Delegates for their intense and positive social media activity during the week and reminded everyone to make full use of #WASummit2021 and to take screenshots that can be used in the WA-Summit Supplement that will be published by Executive Support Magazine later this year. She also asked for volunteers willing to write a half or one-page article on their experiences at the Summit for the Supplement. These can be sent to Barrett Shaw, Communications Officer at communications@wa-alliance.com.

The Chair then welcomed Eth Lloyd, Former Chair of the WA-Summit Advisory Council and AAPNZ Professional Development Advisor, to give the official welcome to Day 2. The full welcome speech can be read [here](#).

The slides can be found in the Day 2 Master Presentation [here](#).

Feedback Session

The Chair then introduced the spokespersons who are reporting the results and outcomes from the four facilitated sessions. As the sessions were recorded, the WAA Council were able to watch all four sessions and read the chat conversation. The collaboration and discussions in all the sessions were impressive and lively, with everyone being actively engaged. The outcomes of each discussion group were presented and can be read in the master presentation of Day 2.

After each presenter, the Delegate Leader was invited to cast their vote on the recommendations of the facilitated groups as follows:

Digital Technology & AI what strategies and tools are needed to upskill ourselves and others? (Michelle Bowditch)

Recommendation

- Embrace the use of technology to automate tasks.
- Actively seek technology tools and applications that improve/enhance team engagement and collaboration.
- Be open-minded, seek out emerging technologies.
- Project Management is a crucial skill needed by today's admins.
- Increase your resource and knowledge base by building and growing your network.
- Enhance your knowledge of cyber security and its importance.

THAT the suggested strategies are included in Administra – Goal 3B.

ACCEPTED

How to attract and support the next generation of Administrative Professionals? (Debra Chafe)

- Survey young people to understand what they want from a career.
- Get involved with Career Days at local high schools.
- Partner with administrative programs in colleges.
- Educate the younger generation in Networking.
- Hold panels for students with professionals/industry leaders who started as administrative professionals.
- Partner with tech companies to determine how social media can attract the younger generation to this profession.
- Design a mentorship program geared towards younger administrative professionals.
- Hold a round-table event for executives/HR/administrative professionals.
- Get HR involved with mentoring/job shadowing/job descriptions.



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Recommendation

THAT the suggested strategies are included in Administra – Goal 4.

ACCEPTED

Strategies to support the use of the Skills Set Matrix (Lucy Brazier)

Recommendation:

THAT the WAA will produce a communications plan and marketable materials with clear and consistent core messages to share and communicate with the required target groups. Materials will include documents, graphics, guidelines and presentations. They will also maintain a central list of who has adopted the Matrix.

ACCEPTED

How do we protect and enhance the future of the profession? (Karen Nanninga)

Recommendation

THAT The Future of the Profession discussion group recommends that the WAA forms a Task Force to create an awareness campaign to influence perceptions of the Assistant career and to enhance the future of the Assistant profession. The proposed vision statements can be incorporated as elements of this campaign.

ACCEPTED

The Chair thanked the Delegates for their support and this vote of confidence. It was hugely impressive how all four of these topics have come together. The Awareness Campaign totally encompass all these areas. The Skills Set Matrix is a game changing tool for our profession. Vicki Faint has been appointed as the 'Gatekeeper' of the Skills Set Matrix so her involvement will continue. With these two initiatives, the WAA can really work to make a difference to administrative professionals the world over. We have a voice, and we intend to make that voice heard.

Presentation of paper: The Diversity, Inclusion and Belonging Report

The Chair then introduced the [report](#) from the DI&B team which was sent in advance to all participants, with the following words:

"I'm sure you were as impressed as I am by the depth and focus of this report. The number of participants in the survey was not high, but the results give a very clear message that we have work to do.

Before we hear from Paula Moio and the team, I would like to give a very special welcome to Melba Duncan, the most recognized voice in our profession. When Melba speaks, we listen. She is the author of many books and the now iconic piece of work in the Harvard Business Review in 2011; "[The Case for Executive Assistants](#)", if you have not read it, I urge you to do so, and to give it to your Executive to read too. What Melba does not know about our profession is not worth knowing. We are thrilled that she is joining us today and thank her for bringing her extensive experience and expertise to the DI&B team. Now let us hear from Paulo Moio and the rest of the team."

Paula Moio explained the purpose of the report and touched on how the team was created. Melba Duncan followed, delivering the main messages of the report. Sarah Richson explained the survey itself and then gave her own perspective as an HR & D&I expert. She was followed by Emily Walker on initiatives that can be created to promote DI&B and finally Simone White gave her perspective on Diversity, Inclusion and Belonging.

The Chair thanked the DI&B team for their hard work and dedication that went into this report. The report and speeches of the individuals sparked many messages of support and encouragement in the meeting Chat. The Chair also noted the many connections between the messages in the report and the work done on Day 1 in the discussion topics. Diversity, inclusion and belonging must be part of the WAA planned Awareness campaign and must include balanced



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representation in those messages. The WA-Alliance Council will connect with Paula Moio and the DI&B group to take this discussion further, look at the recommendations and suggest ways to support Associations and Networks on their DI&B journey.

Recommendation

THAT the Diversity, Inclusion and Belonging report and the following set of recommendations is supported by the WA-Summit:

1. Facilitating Sharing and Learning Platforms
2. Increasing Visibility
3. Shifting Mindset
4. Building Sustainability

ACCEPTED

WA-Alliance Business Session

The Chair reminded the Delegates about what they heard on Day 1 about the status of the WAA membership process. She invited Vicki Faint to explain the processes for the WAA Council Elections and the online General Meeting that will be open to all WAA Members, to be held on 4th September 2021. A question for clarification came from a Delegate about who a member is. The Chair repeated the three membership categories: Administrative Professional Associations & Networks, Business Partners, Individual Administrative Professionals from countries where there is no Association.

Administra – World Action Plan

The Chair then invited Eth Lloyd to present the latest changes to *Administra*, the World Action Plan. For full details, see the notes in the WAS Master Presentation.

Eth Lloyd presented as follows:

“Administra is your World Action plan. It is aimed at Associations (labelled Goal A) to help them to set their goals and strategic plans. It is also for individual administrators (labelled Goal B) who can use it to gather ideas for their own personal goal setting during their performance appraisal.

In 2018 at the 10th WA-Summit, several changes in *Administra* were requested and accepted. I worked with Else-Britt Lundgren (IMA Sweden) and Corina Wenzel (Germany) on Goal 3 Moving with the Times in the 21st Century. From the discussion on Digital Technology, the following changes were proposed:

Outcomes on Digital Technology relating to Administra

1. WA-Summit requests that all represented Associations and Delegates, where needed, are to be GDPR compliant and that this is reflected in the wording of Administra.
2. WA-Summit requests that the wording in Administra is re-worded under ‘work/life balance Goal 3, Objective 3.4 to reflect that we are now always connected as current realities.

Additional outcome on Digital Technology

1. The Chairman and Corina Wenzel (Germany) will work together; will provide a timeline for completion to the Advisory Council and ensure the outcomes noted above from the discussions are incorporated into Administra.

These changes have been made under Goal 3A within Objective 3.2, 3.4 and Goal 3B under objective 3.1.

I worked with the Task Force Leaders, who in turn consulted with their members, on two Goals:

Goal 2 Handling Sensitive Issues and Ethical Office Dilemmas



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Additional outcomes on Workplace Harassment:

WA-Summit Task Force on Workplace Harassment, in consultation with the Advisory Council Chairman, is to revisit Goal 2 in *Administra* and clarify.

This involved a new Objective in each of Goals 2A and 2B being Objective 2.1 in each.

Goal 1 Managing Administrative/Office Professional Skills

It was also agreed during 2019 that inclusion of the Image of the Profession work was required in *Administra* and that this fitted under Goal 1A with a new Objective 1.4 and 1B with a new Objective 1.1

I thank all who worked with me for their contributions and agreement.

There is one final item in *Administra* to discuss. It was asked for at the 10th WA-Summit and is noted in the Outcomes document from that Summit. In the previous version of *Administra* **Goal 2 Handling Sensitive Issues and Ethical Office Dilemmas** there were outcomes around the development of an International Code of Conduct/Ethics and its use.

However, with the amount of work involved in the development of the new WAA this could not be an urgent priority. Until an international Code of Conduct/Ethics has been developed it is not relevant in *Administra*. So, at this time this action has been transferred to the WAA strategic plan *The Way Forward*. Some Associations/Networks have their own Code of Ethics/Conduct. Therefore, *Administra* Goal 2B, Objective 2.2 Code of Ethics states that as an individual, where your Association/Network has one, you need to read this and determine which areas apply to you and to consider your own ethical beliefs and expectations.

We also ask all Associations/Networks who do have a Code of Conduct or Code of Ethics to share their document with the WAA to provide background to our own development. They are to be stored on the Resources page of the new WAA website. Sharing these, along with our sharing of ideas and practise last Saturday and today, is true collaboration.

The changes we have discussed today are largely reflected in your version of *Administra*, however after today's discussion and hopefully acceptance, an updated version will be put on the website in the coming week. The changes just presented to you now need to be voted on."

The Chair thanked Eth Lloyd, then asked the Delegate leaders to cast their vote:

THAT *Administra* is accepted, by all countries present as updated after changes from this discussion are made, and to be uploaded to the WA-Summit website. *Administra* to be further updated following the completion of outcomes from this 11th WA-Summit as required, prior to the 12th WA-Summit in 2022.

ACCEPTED

The Chair thanked Eth Lloyd for all her work on *Administra* and informed the Delegates that Eth has been invited by the WAA Interim Council to join a small group of Industry Advisors that is being created to give them advice and support them in their work. Eth has happily agreed and in that role, she will be the "Gatekeeper" for *Administra*, a document that is very close to her heart and one that forms the foundation of the work that has been done through the years by the Summit delegates.

Open Discussion and Any Other Business

There were no topics raised for discussion from the floor. The Chair had some additional items to share:

- The Summit has traditionally used the term "White paper" to describe some of the documents that are produced for consultation or sharing. The term originated when UK government papers were coded by colour to indicate distribution, with white designated for public access. However, the WAA has received feedback that the term "white paper" is seen in some parts of the world as a derogatory term, harking back to colonial times. The WAA has therefore decided to change its language and in the future will refer to a report, paper or discussion document.
- The WAA membership application system is almost complete and should be active within two weeks. We will be communicating this widely to Associations, Networks and our industry stakeholders as well as on social media and in the WAA Newsletter.



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- IMA France have asked the WAA to mention that they are creating a book that contains stories from Administrative Professionals from around the globe. To do this, they need Facilitators, people who have either a journalistic background or experience with writing to help them to compile these stories in the most professional way. If anyone can help, or would like to contribute with a story, contact Catherine Castetbon of IMA France.
- Certificates of attendance will be sent to all participants.
- A post-Summit survey will be distributed to all participants asking for feedback. The Chair urges everyone to fill in the survey as the feedback will help us to understand what goes well and where improvements can be made. Survey results will be published in the WAA Newsletter.

Closing

IAAP has kindly offered to host the 12th WA-Summit in 2022. Phiandra Peck, Chair, Board of Directors of IAAP was invited to inform the Delegates of the date and location: 12-13 July 2022 at the Gaylord Opryland Resort, Nashville Tennessee, USA. Delegates are also invited to attend the IAAP Summit, which follows on 14-16 July at the same location. The Chair thanked IAAP for being the 12th WA-Summit hosts.

The Chair added that a suggestion has been made to make the 12th WA-Summit a hybrid event – even spreading the dates as has been done at this meeting. This is something that the WAA Council is seriously considering.

AAPNZ have kindly offered to repeat their offer to host the 13th WA-Summit in Wellington, New Zealand, in 2024, as they did not have that opportunity in 2020 due to the Pandemic. The WAA is grateful for their flexibility.

Helen Monument then closed the WA-Summit by first thanking the Sponsors:

Executive Support Magazine for giving us a platform for articles in their magazine, for the publication of the Summit Supplement and for the marketing resources they are giving to the WAA for the promotion of the Skills Set Matrix.

IAAP Foundation for their grant that enabled us to have the WAA incorporated in the USA.

Freshfields Design for the design of the WA-Summit logo and the new WAA logo.

ACEA for a financial contribution for setting up the WAA.

The Chair then expressed personal thanks and appreciation to the Interim Council for their commitment and dedication. Thanks went also to Sherie Pointon for hosting the Zoom meetings. The Chair also thanked everyone who contributed to a paper, report or a task force, the work was phenomenal. The WAA will be using that work to change the lives of administrative professionals around the world. Thanks went too to the four facilitators for leading the discussion groups so skilfully, the feedback in the chat conversation was very positive.

The four guest speakers were also thanked. Their introductions to the discussion sessions will be featured in the post-Summit Supplement.

Lastly, a huge vote of thanks was requested on behalf of all the Delegates to Eth Lloyd. The Chair said the following words:

“Let us give a virtual standing ovation to the powerhouse that is Eth Lloyd – for her commitment, drive and dedication for the past 20 years working for the Summit. It is only since taking over as Interim Chair that I have come to realise how much work you put into it. You were instrumental in the realisation of the WAA and our vision for the future, so I thank you for your faith and confidence in me as your successor and for your support and guidance these past months. I know you are embracing your retirement, and I'm sure Charles is too – but I'm so happy that you will still be involved with the Alliance as an Advisor, because we still need your guidance, experience and your passion for our profession. Thank you Eth.”

The final thank you was expressed to the Summit Delegates:



WORLD ADMINISTRATORS

SUMMIT

“Without your support and attendance, for some at a very uncomfortable time of day, we could not achieve or maintain the excellent work that's been done in the past 20 years or more. Here today, you all represent the voices of over 200,000 administrative professionals across the globe and together we can change their lives. It is your passion for our profession that brings us all here and keeps us coming back to keep working on those aims to guide, to influence, to develop and to elevate this wonderful profession.

You heard Eth Lloyd speak about the importance of commitment as a volunteer or a delegate. The future of the WAA will only be assured if we go on this journey together. We are inviting all Administrative Professional Associations and Networks here today, and the ones who are not, to become members of the WAA. We are inviting our Business Partners to join us and share their expertise and outreach with us. We are inviting individual administrative professionals who have no association in your country, to join us and we will support you in setting up your association.

The Council cannot do all the work alone. We want to work for you all and for the benefit of everyone in our profession, as our aims describe, but we want to work WITH you all.

So please join us, and we will see all our new members at the online General Meeting on 4th September 2021, and of course, we will see you all – somehow – at the 12th World Administrators Summit in Nashville in July 2022, thank you again and goodbye.”

End of Day 2