WORLD ADMINISTRATORS SUMMIT

13th World Administrators Summit

Meeting Notes & Outcomes

17th February – Online Discussion Session

6 & 7 March 2024 – Face to Face in Wellington, New Zealand

Helen Monument, Chair, World Administrators Alliance

Eth Lloyd, Chair World Administrators Summit

In the interests of diversity and inclusion, the WA-Alliance appreciated that travelling to New Zealand to attend the 13th WA-Summit would be prohibitive for many. In order to include as many Delegates as possible, it was decided to hold a pre-Summit discussion session online. We also decided to do away with the category of 'Observer' and change it to 'Participant', as this was also more inclusive, and we wanted to encourage people to attend who perhaps were not ready to be Delegates but would still be interested in the Summit activities and wished to contribute. This report is a summary of the discussions, decisions, and outcomes from both the online session and the face-to-face days in Wellington.

17th February 2024

Online Discussion Session

Countries represented/delegation*:

Australia*, Belgium, Brazil*, Canada*, Finland, Germany*, Greece*, Italy*, Jamaica*, Japan, Namibia, The Netherlands*, New Zealand*, Norway*, Spain*, Sweden*, Trinidad & Tobago*, UK*, USA*, Vietnam.

The session was held from 13.00 to 17.00 hrs, CET on Saturday 17th February and was recorded.

We are delighted that 59 Delegates and Participants from 20 countries registered for the session. There were four discussion topics. Three of which would be managed in breakout rooms, while the fourth would be discussed in a plenary session.

Chair of the WA-Alliance, Helen Monument welcomed everyone to the session and gave a short introduction to the World Administrators Alliance. She introduced the Council members before handing over to the WA-Summit Chair and WA-Alliance Advisor, Eth Lloyd, who led the proceedings.

WORLD ADMINISTRATORS
SUMMIT

Opening & Official Welcome

Eth Lloyd welcomed 59 Delegates and Participants who collectively represented over 128,000 administrative professionals from 21 countries. Eth explained the agenda and informed the attendees about the 'housekeeping rules' She then introduced the four facilitators who would be leading us through the four discussion topics in the breakouts: welcoming back our 2022 Facilitators Lucy Brazier, OBE, (UK/Spain) and Heather Baker (UK) and welcomed Sherie Pointon (New Zealand). Eth thanked everyone present for their commitment to the Summit before making her introductory speech.

Introduction speech: Summit Chair - Eth Lloyd

The WA-Alliance has achieved significant milestones over the past two years since its formation. Our achievements with the Global Skills Matrix, especially with over 10,000 downloads in 112 countries are especially amazing. We all need to recognise our achievements and particularly that all of us who are involved are volunteers which makes those achievements even more impressive.

I wish to repeat my message from previous Summits and every one of us must encourage non-member associations to join the Alliance. We need to:

- *Build an interactive and collaborative community.*
- *Keep in touch with each other - it isn't only about what the Alliance can do for you, it is equally and importantly about what can you do for the Alliance.*
- *Support and mentor newly formed associations, even if they are in your own country do not see them as competitors but as collaborators.*
- *Support and offer mentoring to new members of the Alliance help them to fully understand the benefits of the Alliance's achievements to support all administrative professional associations and individuals.*
- *Communicate with your own members within your Associations; ensure that they know the tools and support available to them through the Alliance's website.*
- *Share the value of the external focus the Alliance provides you to your association members which provides you with membership of a global community which can help and support you and your association.*

The discussion groups today are focussing on the four topics of importance to you and your members. You will have 45 mins for your discussions, where you will be working to provide useful and valuable outcomes to assist and support your peers nationally and internationally. This is where the value of collaborative work really shines, where each of you bring your experience and represent the thinking from your country to provide outcomes for each of these topics.

I wish you all well in your discussions today.

Discussion Topics

- The Business Partnership with your Executive
- Artificial Intelligence
- Diversity and Inclusion.

Three breakout rooms were then opened, and the discussions were taken over by the Facilitators. The discussions were lively and challenging. Notes were taken from each group so that the facilitators could produce the outcomes of each discussion to present in person to the Delegates and Participants in Wellington. The outcomes of these discussions were emailed to all attendees on 28th February and are attached to this document. The outcomes will be presented at the face-to-face Summit in Wellington by the Facilitators. Online Delegates were subsequently requested to vote on the outcomes. Their votes were to be added to those at the face-to-face Summit.

Everyone then re-joined the plenary session for the final discussion topic:

The WA-Summit and how can you engage with it?

Background:

Eth Lloyd provided background for those attending the Summit for the first time.

The WA-Summit developed out of a meeting arranged by what is now IAAP in New York, USA in 1992 for the leaders of administrative professional associations from around the world. 12 countries attended that first meeting. These meetings have since been held 12 times in a range of locations and in some cases the topics discussed then were the same or similar to those that we discuss today.

Initially, only the heads of associations were invited to attend, and the event was hosted and managed by the association hosting. In 2000 in Wellington, for the first time, “Observers” were invited. However, they could only speak if invited.

In 2003, discussions in London looked at forming a WA-Summit Advisory Council to oversee the WA-Summit and support the host country. The Advisory Council was formed in 2006 with the aim of:

- Providing continuity between each event.
- Seeking discussion topics from associations around the world.
- Taking any actions from these discussions to solid outcomes, which led to the development of *Administra*, our World Action Plan.

In 2015 in Papua New Guinea, the initial discussions were held that led, six years later, to the formation of the Global Skills Matrix, an outcome of the 2018 WA-Summit. The role of the WA-Summit Advisory Council was further developed. However, it was still an informal body with no source of income and limited ability to provide tangible outcomes from the WA-Summit discussions.

In 2018, the Summit discussions led to the request to form what is now the WA-Alliance. A formal not-for-profit trade association which all associations globally can join, contribute to, and participate in. During this time, reports and tools

were developed and are available to all administrative professionals on the WA-Summit website under the tab "Resources". They are aimed at helping and supporting administrative professionals.

There are tools to support you, developed by administrative professionals like you, who volunteer from around the world, for example.

- Managing workplace harassment.
- Managing the image of the profession - that is your profession.
- The Global Skills Matrix.

The WA-Alliance now manages the WA-Summit, in conjunction with the host country's association. This time, "Observers" have been replaced by "Participants" who can contribute to the discussions, though if a vote is required, only the Lead Delegate from each country represented can vote.

Our last face-to-face event was in 2018, Frankfurt, Germany and we will hold the next face-to-face event in Wellington, New Zealand in two weeks. We have some fascinating statistics:

- 2018: Frankfurt Germany, 22 countries - representing over 100,000 administrative professionals.
- 2021: Online due to COVID, 29 countries - representing 218.000 administrative. Professionals.
- 2022: Online. 25 countries - representing 131,000 administrative professionals.
- 2024: Online today, 17 February and face to face 6 & 7 March: a total of 21 countries representing over 128,000 administrative professionals.

The most important aspect of the WA-Summit is sharing our discussion topics and our outcomes. Sharing is our reach to those tens of thousands of administrative professionals we represent.

Delegates are asked and are expected to consult within their countries on the topics and bring to the discussions their collective view from their country or region. They are asked to share the outcomes of these discussions to their wider audience within their countries, which is why our reach is truly critical for sharing our work, outcomes, and tools with administrative professionals, that is you, globally.

It is vital to remember, and to share, that the WA Summit is **not** a conference. It is a working meeting where country delegates and participants bring representative views from their own countries and networks to the discussions and take outcomes back to those same networks.

We must have formal delegates using a delegate credentialing process to ensure they have the authority to represent the views of their membership, or if they are from a country where there is no association, that their employer supports them representing the views of administrative professionals in that organisation. Formal delegates enhance the credibility of the work we do.

WORLD ADMINISTRATORS SUMMIT

Plenary Discussion:

To consider the future of the Summit. We were forced to go online during COVID, and that gave us a completely different format. We will now discuss how we will we go forward in the future with the Summit. Several questions were put to the participants about the format of future Summits:

Q1: What are the Pro's and Con's of the WA-Summit?

Everyone then used the chat function to voice their opinions on this question:

PROs	CONs
• Global perspective, sharing, learning. • Meeting in person with a diverse group represented. • Socialising the need for such summits in progressing the future of our profession. • Bringing the global administrative community together to elevate the profession. • Taking time to listen and ensure that there is one voice and listened to. • Networking opportunities for those in attendance, learning from a global perspective. • Strength of getting together. Realistically online. • Global collaboration/Networking. • The Summits have already provided tools for both associations and individuals, and can continue to do so - with one voice. • Global event promotes admins as part of a professional business community; hearing from a diverse group of people - promotes creative thinking and solutions. • Networking/other points of view in person. • Professional image of the profession. • Networking with peers to discuss issues. • Exponential power of coming together. • Meet to discuss important items for our profession on a global level. • Sharing of ideas from diverse backgrounds and supporting each other to change the perception of the profession. • If we want recognition for our profession, we have to make it happen ourselves. Joining forces and	• Hard to implement ideas • Travel costs are extremely high. • Accessibility for more attendees. • The challenge is not having the support collectively with organisations in each country so some things are very difficult to implement • Expenses and time away • Not sure what, perhaps the difficulty to gather in one place but with video nowadays maybe not anymore. • Limited reach in terms of who actually participates. • Challenges in implementing outcomes and getting information out to those we represent • Continuity between Summits; not repeating topics with no advancement. • Cost to travel, less participation in Zoom • Implementation can be difficult due to the different cultures. • Connectivity issues or lack of focus (online). • Travel costs (face to face). • Online discussions don't give enough time to really get to grips with a topic - but hard to have lengthy conversations online as engage harder than face to face. • Very individual based, not speaking as Associations. • Travel for in-person. • Can be exclusionary - cost-prohibitive, time commitment. • Meeting together is harder but of course we have online to connect.

PROs	CONs
collaborating on initiatives that will really change perceptions. • Reminding everyone that being an Administrator is a profession and a Summit is a good way to ensure this is shown. • Building a global network to understand the global perspective but also understanding that one size does not fit all. • Information sharing and hearing different perspectives. • Open to all members and non-members. • Integrating countries, experiences, knowledge, ideas, around the world, is great. • Global voice/perspective, networking. • Being together at one dedicated time provides robust and engaged feedback, discussion, and opportunity for alignment. • Sense of community; affirms strategic initiatives of the Association. • I find the exchange of ideas and experiences very important. I learned a lot about how the system works in other countries. • The global voice and perspective, much more powerful. • Countless opportunities. • Stronger together, it is always so much better to meet face to face but since we live all around the world but it also works with online participation.	• This is not Western World Administrators Summit. There is little representation from some of the countries that need it the most. • Cost to travel.

Q2: What might future WA-Summits look like?

- Continue as we have been, face-to-face every two years, perhaps with an online discussion beforehand, as we have done this year?
- Online only every two years?
- Alternate online and in person every two years?

There's a challenge with time zones around the world. The ideas from the chat were as follows:

- Attach the Summit to associations' annual conferences.

- Next Summit – online.
- Online as we can gather more people than f-2-f.
- Stronger together, it is always so much better to meet face to face but since we live all around the world but it also works with online participation.
- Every 2 years, online version to allow more participations.
- Hybrid option for Summit.
- Hybrid every time. Online is more accessible but never really replaces a good face to face discussion!
- Offer a hybrid option.
- I think both options are good. Face to face can be logistically harder. I wonder if it might be worth in preparing having smaller allocated groups pre-discuss some of the discussion topics to make the central discussion more effective.
- A mix of online and in person - to be more inclusive for those that maybe cannot attend.
- Offer a hybrid option.
- Online discussions are easier because of less cost and flexibility.
- Hybrid every time.
- Either online followed by physical, or every other time online and in person.
- Face to face is always the most beneficial but online is a good use of time and no travel required so perhaps a mix of the two alternatively?
- Online is fabulous. It could even move to annually to keep things moving forwards. Maybe in person every four or five years.
- Hybrid is the key.
- Hybrid makes the most sense. It fits all needs. Good with alternating with shorter sessions like today for getting more participants on a wider base.
- Offer hybrid.
- It really has to be hybrid going forward.
- Yes, hybrid I think would get more participation.
- Hybrid option will be a good idea.
- Online is good, however, a personal point is that you are online at the office enough, there should be some form of face-2-face, so what is done currently two weeks prior and then f-2-f would be good and then meeting but every two years is good.
- Multiple summits in diverse places--at associations' annual conferences.
- A mix - online is great but nothing can compare to actually talking and mixing with others on a casual basis over a morning tea.
- With the spread of people every fourth year only online.
- If we are going online, lets make sure we're alternating time zones.
- Alternating the physical meeting between the continents is good.
- We could do hybrid with member associations gathering at one location and then linking online.

- Online is more inclusive, but difficult for all time zones. In person connection - with associations events, might have over exposure of that location.
- Hybrid, preferred. Otherwise, alternate face to face with virtual each year.
- Execute regional sessions.
- If its every year online, rotate it.
- Could regional meetings be held?
- Having online sessions for 2/3 groups according to time zone.
- Unpopular opinion: you'll never pick the perfect time zone. If someone wants to participate, they will make it work the best they can.
- I agree with Regional sessions. It gives more visibility to the Profession.
- "Having online session..." I don't agree to this. The best thing of WAS is that it is fantastic to hear from people from the other side of the world what issues they are facing.
- "Unpopular opinion: ... Agree Barrett, but we (NZ participants) are attending these events at 3am regularly. And we have always sent delegates across the world to attend summits but we haven't got a lot of people coming to NZ in three weeks time.

Q3: How can we engage more fully with administrative professionals around the world?

Helen Monument explained the initiative of the Ambassador Network.

- There has been a pilot scheme run in The Netherlands with IMA.
- When Members' Boards change, we lose the continuity of knowledge about the WA-Alliance and WA-Summit.
- National Boards are fully engaged with their own organization and do not always have time to focus on the Alliance and its activities.
- Communications from the WA-Alliance do not always filter down to the individual members.

Comments from the chat:

- I love the idea of having an ambassador. 👍 👍 👍 👍 👍 👍 👍 👍 👍 👍
- Great idea to have ambassadors.
- What about countries where there are no associations?
- Ambassadors are a good idea.
- Also trainers can promote the WAA and GSM; I do at all my training sessions.
- Need social media influencers to reach younger administrative professionals. That population doesn't see the value in joining/participating in professional organizations.
- Excellent idea having WA-Summit Ambassadors. Let's create a job description to the role that can be shared with all organizations.
- There is a job description made: so great to see so many people keen to join as ambassadors!
- I love the ambassador idea!

- I would love to see the same passion and commitment for the administrative profession as I see for things like women in cybersecurity.
- Social media is a very effective way to share the tools and activities of the WAA.
- Ambassadors that is not engaged in so many other parts of the association in their country. Just focus on WA Alliance and have the focus on spread the Alliance opinion to their colleagues.
- Endorsements from individual members often has more traction with people who are thinking what the benefits are with the WA Alliance.
- It feels a bit like an afterthought for many associations. It should be really exciting to be chosen by you association to attend WAS and represent your country - no?
- Where does the responsibility of strategy belong in your Association? Would an ambassador be able to speak into this for your org?
- Creating a forum for the ambassadors to talk and share experiences would be also very effective. 👍 👍 👍 👍 👍 👍
- @Pepita Soler, Brazil Leader Delegation does this really well in Brazil.

Eth Lloyd thanked everyone for their input and engagement. The outcomes of the discussions are included in this report. The WA-Alliance Chair then closed the online session with the following remarks:

Thank you all for the lively and engaged contributions today and for your time. I tried to join each discussion topic and could see that there was much great feedback and positive support from everyone.

This has been a very fruitful session, particularly the future Summit discussion which has given us much food for thought, so thank you all for your participation. We will work together with the facilitators on formulating the outcomes of each session and they will be presented at the face-to-face Summit in Wellington, New Zealand on 6 & 7 March.

A big thank you goes to our Summit partners – we couldn't do any of this without you, Executive Support (UK/Spain), Admin Advantage (New Zealand), AdmiNZ and The Career Academy (Australia).

We look forward to seeing those of you who will be joining us in person in Wellington. For those who can't attend, we will be recording the outcomes session and will share it with Delegates & Participants on our YouTube channel, along with the outcomes document, after the Summit. I would like to say a final thank you to Eth Lloyd for her skillful chairing of our session today. I wish you all a great weekend, thank you for your input, it has made a huge contribution to the work of the Alliance to guide, develop, influence, and elevate this amazing profession of ours.

End of Online discussions

WORLD ADMINISTRATORS SUMMIT

Face to Face WA-Summit – Wellington New Zealand – 6th March 2024

Attendees

AUSTRALIA	Heather Batchelor	Lead Delegate	National President and Chair, Board of Directors (AIOP)
	Leanne Fisher	Delegate	Secretary, WA-Alliance Council
	Christine Stewart	Delegate	Partnership Officer, WA-Alliance Council
	Wayde Walker	Delegate	
BRAZIL	Pepita Soler	Lead Delegate	Founder and President, Pepita's Secretaries Club
NETHERLANDS	Helen Monument	IMA Global Lead Delegate	Chair, WA-Alliance Council
NEW ZEALAND	Joanne Gallop	Lead Delegate	Chair, AdmiNZ
	Eth Lloyd	Chair, WA-Summit	Facilitator
	Alison McKessar	Delegate	
	Angela Simms	Delegate	
	Debbie Warnock	Delegate	
	Lea White	Delegate	
	Zach Edwards	Participant	
	Vicki Faint	Participant	
	Katy Kelly	Participant	
	Valerie Lang	Participant	
	Antonina Leuluniu-Isaako	Participant	
	Hemin Patel	Participant	Sponsor, Career Academy
	Sherie Pointon	Participant & Facilitator	Sponsor, Admin Advantage
PAPUA NEW GUINEA	Freda Elia	Lead Delegate	President, MIOP
	Maryanne Maspok	Delegate	
SOUTH AFRICA	Cathy Harris	Lead Delegate	Founder/Director of PANSA
SPAIN	Lucy Brazier, OBE	Facilitator	Sponsor, Executive Support
UK	Simone White	Lead Delegate & Guest Speaker	
	Heather Baker	Facilitator	
USA	Katie Mercier	Lead Delegate	Chair, Board of Directors, IAAP
	Melissa Mahoney	Delegate	Chief Executive Officer, IAAP
	Terri Mullan	Participant	WA-Alliance Communication Team
VIETNAM	Carrie Huong Tran Thi Thu	Participant	

WORLD ADMINISTRATORS SUMMIT

Outcomes from Day 1:

1. Opening, Introductions & Welcome – Eth Lloyd, WA-Summit Chair

The Summit was opened by a Mihi Whakatau (a general welcome in Māori which is less formal than a pōwhiri) delivered by Nate Rowe from Taranaki Whānui in Pōneke, Wellington the local Iwi (tribe) who offer this service in a culturally appropriate way. Nate's delivery and explanations of what he was saying were appreciated by all present and set a perfect tone for the remainder of our work.

Eth Lloyd started the proceedings by explaining that the WA-Alliance has continued to achieve significant milestones over the past 12 months since its formation. Helen Monument the Council Chair will discuss these in further detail shortly. As an organisation we need to recognise our achievements and particularly that all of us who are involved do so voluntarily which makes those achievements even more impressive. My message to each and every one of you is to please encourage other associations to join the Alliance. We need to:

- Build an interactive and collaborative community.
- Keep in touch with each other. While it is about what the Alliance can do for you, it is equally and importantly about what can you do for the Alliance. For example, you can help through supporting and mentoring newly formed associations in other countries or even if it is in your own country.
- Ensure the Alliance is fully visible to your own members within your Associations; that they know the tools and support available to them through the Alliance's website.
- Recognise the importance and value of the external focus the Alliance provides you in your association; how it provides you with membership of a global community which can help and support you and your association.

It is so exciting to see the Task Forces bringing forward tools and information that will make a real difference to individual administrative professionals and to associations and networks throughout the world. The power of collective thinking and a global perspective is truly awesome.

In Day 1 of this document, we will refer to the Day 1 – Master Slide Deck which can be accessed through this link.

2. World Administrators Alliance: Status Report – Helen Monument, WA-Alliance Chair

For those not familiar with the WA-Alliance, Helen Monument gave an overview, introduced the Council members, and showed a high-level view of our strategic plan – The Way Forward. See the Day 1 - Master slide deck.

3. Reporting on 12th WA-Summit Task Forces – Helen Monument

The Career Behind The Job – Christine Stewart

Chris Stewart, WA-Alliance Partnership Officer presented the very successful work of the task force. They completed all their goals and have created templates and guidelines as promised. These outcomes will be launched by mid-year 2024. See the Day 1 - Master slide deck.

Fit For The Future – Helen Monument

This task force did not manage to complete all its goals. Updates for Administra were proposed. The next step for the team will be to communicate those new goals and strategies to Associations. See the Day 1 - Master slide deck.

Future Proofing Technological Skills – Juanita Mort

Juanita Mort, WA-Alliance Technical Officer, was unable to attend the Summit in person but she sent a video presentation outlining her vision for this topic. Link to video here.

The Global Skills Matrix Reloaded – Helen Monument & Lucy Brazier

This Task Force has been active in creating templates for case studies and personal stories about the Global Skills Matrix. The goal to repeat the GSM survey was undertaken, which meant that the remaining goals were put on hold until the results of the survey are published, as the Global Skill Matrix and all the resources on the website will need to be updated to reflect the new findings. See Day 2 presentation on the Global Skills Matrix V2.0. Lucy Brazier gave a presentation showing how important it is to "take action" with the GSM now as we have only a small window of opportunity to make an impact with it. See the Day 1 - Master slide deck.

4. The WA-Fund Proposal – Helen Monument

Ursula Wartha, WA-Alliance Finance Officer, was unable to attend in person. Helen explained the goals of the fund and a useful discussion was held.

The objective of our initiative is to ensure equitable participation in the World Administrators Summit. This programme is designed to dismantle financial barriers, enabling a broader range of participants to engage in these critical discussions and collaborative efforts. By providing financial support, we aim to cultivate a more diverse and inclusive assembly, reflecting a wider array of perspectives and backgrounds. Our mission is to empower underrepresented individuals by granting them access to this significant platform for shaping the future of the administrative profession. We believe in the power of diversity to enhance decision-making and innovation. Through this program, we are committed to fostering an environment where every administrative professional has the opportunity to contribute to global conversations and solutions, regardless of their economic circumstances.

It was decided to rename the fund "The Inclusion Initiative". See the Day 1 - Master slide deck.

Discussion was primarily focussed on where the funds should come from and what the application criteria should look like. The task force will continue and present its proposal to the members at the AGM in November. The suggestions from the Delegates were:

Funds sources:

- Raffle Funds (WA-Summit, larger Member Associations).
- Member Associations who can afford it pay a second figure
- % of membership fee, WA-Summit registration fee, etc.
- Philanthropy - donations/scholarships.
- International funding sources (seek the various options suggested by Participant Zach Edwards).

- "Pay-it-forward" – Power of 10 (e.g. circle of 10 each with a captain and a focus e.g. travel, fees, accommodation, etc) as the IAAP Foundation does.
- Legacy/bequests (in personal Wills).
- Monthly donations of say $10-25 from individual members or Member Associations membership.
- A percentage of the income expected from the new technology to support the Global Skills Matrix (Executive Support – Lucy Brazier) could be used for the fund.
- Check out if fund should be separate entity (e.g. IAAP Foundation) to enable tax benefits, seek advice re fiscal legalities – **NB** as a Not-for-Profit based in Delaware WA-Alliance does not pay any tax for its current income.

Fund Criteria:

- Consistency in application criteria.
- Criteria to meet the needs of those who can't afford to attend – quantify financial need.
- Seek to view the IAAP Scholarship application to view their criteria.
- Consider tiers of support – travel, attendance fees, accommodation?
- Each application to be judged on its merit.
- How do those who have a need know how to apply or that the fund is available?
- We are seeking to support the under-represented voices e.g. indigenous – those who currently aren't present.
- Set up a "PayPal" account as the easiest and cheapest way to receive donations.

We were delighted to receive the first donation for this fund from IAAP CEO Melissa Mahoney and additional funding was gathered through a raffle.

5. Selected Country Reports

The country reports received are reporting on Goal 3 of Administra and can be found on the WA-Summit website. Pepita Soler presented the country report for Brazil and Cathy Harris presented for South Africa. This link SA Country Report is Cathy's. You can see Pepita's presentation in the Day 1 - Master slide deck, she also shared a video about Pepita's Secretaries Club which you can see here.

6. WA-Alliance Succession – Helen Monument

Helen Monument explained that as the WA-Alliance was only formed in 2021, most of the Council members were elected at the same time. Therefore, almost all reach the end of their term of office at the same time, at the AGM in 2025. It's vital for the continuity of the Alliance that successors are found for the Council roles. She asked the Association members to start thinking about possible suitable candidates amongst their membership who could fill these roles who should be encouraged to apply through the formal election process. This could be an idea position for a past-president or board member of an Association who is looking for their next challenge. The Council is working on a succession plan, including communications to our members. See the Day 1 - Master slide deck.

WORLD ADMINISTRATORS SUMMIT

7. Round up of Day 1 and Closure – Eth Lloyd

Eth Lloyd ended the day with the following words: *It is amazing to have you all here in person today, to hear the buzz in the room, meet new friends, greet old friends, and have a wonderful two days. We also wish to acknowledge those who can't be here but were able to join us on-line on 16 February who provided so much valuable input, bringing the number of Administrative Professionals we are representing to over 128,000 worldwide.*

We look forward to seeing you all tonight at our dinner here at Rydges, which has been sponsored by the Career Academy – thank you so very much.

We also have a raffle tonight with 2 tickets for $5.00 and the prizes are listed as an initial start-up for the WA-Alliance Inclusion Initiative.

End of Day 1

WORLD ADMINISTRATORS SUMMIT

Outcomes from Day 2

Face to face WA-Summit – Wellington New Zealand – 7th March 2024

8. Opening and welcome to Day 2 – Eth Lloyd

Eth Lloyd welcomed the returning participants back to the World Administrators Summit with the following words:

Tena koutou, tena koutou, tena koutou katoa – Welcome to day 2 of the 13th WA-Summit the first face-to-face event since 2018 which we are all really appreciating. We have worked hard and have had such fun so far, and I expect today will be the same.

We are of course so appreciative of the Facilitators who made the discussions we participated in on-line in February so focussed and at the same time gave each person a chance to speak and contribute. However, we are also greatly appreciative of the Delegates who come with their thoughts from their own and their country's perspectives, they come ready to share and to bring those thoughts to collectively come to outcomes on each discussion topic and that is the next item on our Agenda.

Presentation of a paper has become a feature of our WA-Summit's, these papers provide us with valuable information, challenge us to think about the world we work in and so provide us with an opportunity to consider the subject matters from a different perspective than solely our own.

*We then look at **Administra** and the changes made over the last year since the 11th WA-Summit in 2021.*

We welcome you all again and thank you all for your commitment to the WA-Summit.

The slides referred to throughout this second part of this document can be found in the Day 2 - Master Slide Deck.

9. Feedback Session – Helen Monument

Helen explained that the discussion groups are what the Summit is all about. The four topics were chosen from our 2023 Summit survey and here we are, able to bring the voices of thousands of administrative professionals to the table, to discuss those challenges and changes that are going on around the world that have a profound impact on our profession. And it's not simply about talking. We're all working on behalf of the profession to agree on solutions, ideas and actions that will actually make a difference.

Outcomes mean ACTION, so after each vote, we will be asking for volunteers who would be willing to work with the Alliance on one of four task forces that we will create for each of these topics. There's a saying 'many hands make light work' the WA-Alliance Council can't do this alone, so we need your help. If you are willing to make a commitment by giving us your time, energy, and creativity, however large or small, then we promise you an interesting and sometimes challenging learning experience, while giving you the opportunity to give something back to our profession by helping us to create resources and strategies that will make a difference to administrative professionals globally. So, if the topic is close to your heart, and you're passionate about this profession – then we need you.

Helen introduced the facilitators in turn as they gave their report on the results and outcomes from their facilitated online sessions. The collaboration and discussions in all the sessions were impressive and lively, with everyone being actively engaged. The presentation from each discussion group can be seen in the Day 2 Master slide deck.

Discussion was invited after each presenter and then each country Delegate Leader was requested to cast their vote on the recommendations listed, which were added to the online votes unless there was a change of wording, as follows:

Discussion Topic 1 – Business Partnership with your Executive – Lucy Brazier

Outcomes:

Create a communication plan and materials in a multitude of different formats to explain:

a) To executives how to maximize the partnership with their assistant
b) To assistants how to maximize the partnership with their executive

Task Force Volunteers: Lucy Brazier, Heather Baker, Cathy Harris, Lea White, Wayde Walker, Freda Elia

VOTE

"It is recommended that Delegates endorse the outcomes reached for Business Partnership with your Executive."

ACCEPTED

Discussion Topic 2 – Diversity & Inclusion – Heather Baker

Outcomes:

For *Administra* – Associations & Networks

1. Form a dedicated Diversity and Inclusion committee or Task Force in the associations to drive initiatives. This group can develop strategies, organise events and provide guidance on integrating D&I principles into all aspects of the organisation's operations.
2. Create platforms for storytelling as a form of gathering feedback from members on their experiences with diversity and inclusion within the association. Use this feedback to continuously assess progress, identify areas for improvement and refine strategies for promoting D&I.
3. Provide training and panel discussions as a sharing and learning arena offering a psychologically safe space for administrative professionals to discuss relevant issues within diversity and inclusion.
4. Promote Diversity in Leadership by encouraging diversity in leadership positions within the association.
5. Actively recruit and support candidates from underrepresented groups, providing leadership development opportunities and mentorship.

For *Administra* – Individuals

1. Examine how we see the internal network of administrative professionals in our companies, to create more collaboration and minimize competition among professionals, especially taking account of diversity, inclusion and belonging.

2. For meetings in English, share the agenda in advance to respect those who do not have English as their first language.
3. Lead by example, including being very aware of the language we use.
4. Forming partnerships.

Task Force Volunteers who will work with Eth Lloyd on the updates to ***Administra***: Angie Simms (NZ), Leanne Fisher (Aus), Zach Edwards (NZ).

VOTE

"It is recommended that Delegates endorse additions to *Administra* to incorporate the outcomes developed under a new Goal for Diversity, Inclusion and Belonging."

ACCEPTED

Discussion Topic 3 – Artificial Intelligence – Sherie Pointon

Outcomes

"Administrative Professionals need to step up, be the voice, share the knowledge, and be the change i.e. to be the super users and have a place at the table."

It is recommended that the WA-Alliance support the statement above through building a team tasked with the following actions:

Be the Voice: To highlight tools and links to AI training into a resource for those who wish to step-up.

Share the Knowledge: To develop a resource supporting Administrative Professionals on how to stand up and be the voice i.e. to be the super users and a place at the table.

Be the Change:

• To provide support to Administrative Professionals to recognise AI as a new world order.

• To encourage Associations and Networks to speak with one voice to their members and weigh the merits, disadvantages, and advantages.

• To encourage Administrative Professionals to connect with IT so they are the ones IT reaches out to when piloting new software/products.

NB: many of the above points are already included in ***Administra,*** however there may need to be adjustments to the current text to reflect the above wording.

Helen Monument noted that there are many overlaps with the proposal made by WA-Alliance Technology Officer, Juanita Mort for her Technology Plan and that these initiatives would be incorporated with those actions.

Task Force Volunteers to work with Juanita Mort: Lea White (NZ) for the ***Administra*** updates with Eth Lloyd.

VOTE

"Delegates support the recommendations on Artificial Intelligence."

ACCEPTED

WORLD ADMINISTRATORS SUMMIT

Discussion Topic 4 – The WA-Summit future and engagement – Eth Lloyd

Helen Monument introduced Eth Lloyd by saying that it's very healthy for us to look at the way we do things on a regular basis, just because we do something one way, that doesn't mean it's still the right way. Each past Summit has always voted to continue, in 2018 Delegates agreed the Summit should be held every two years.

There's a lot to agree on in this topic, but one thing we all agree on is that the Summit is going from strength to strength and provides a firm foundation for the Alliance to meet its goals to Guide, Develop, Influence and Elevate the administrative profession. Following on from the online discussions, this was a lively and interesting debate. Eth Lloyd introduced several recommendations for support from the Delegates to ensure the continuity of the work of the WA-Summit.

Recommendation 1:

VOTE

It is recommended that the WA-Alliance ensures, as much as possible, that the outcomes, tools, and reports developed after each WA-Summit are widely shared e.g. through social media campaigns, etc.

NB: The success of the Global Skills Matrix is an example of how effective this sharing can be.

"Delegates support and encourage the WA-Alliance widely sharing WA-Summit outcomes."

ACCEPTED

Recommendation 2:

VOTE

"It is recommended that the WA-Summit continue with its current intention to encourage Administrative Professional Delegates and Participants to share the views of their country on specific topics gathered and collated through a global on-line survey."

ACCEPTED

Recommendation 3:

VOTE

"Delegates support the WA-Summit continuing in its current format."

ACCEPTED

VOTE

"Further, it is recommended that the WA-Summit continues to be held every two years in one of the following formats:

Option 1: Continue as we have done this year; an on-line pre-discussion session followed by a face-to-face meeting.

OR

Option 2: Alternate every two years the on-line 2-day Summit with face to face 2-day Summit - including 1-day of on-line discussions pre-face-to-face Summit.

OR

Option 3: From now on only hold the WA-Summit on-line every two years."

The vote was taken by asking the Lead Delegates to hold up their card for the option of their choice.

OPTION 1 ACCEPTED BY MAJORITY

VOTE

It is further recommended that:

Where face-to-face events are being held, they should alternate between the Northern and Southern hemispheres e.g. Europe, Asia/Pacific, North America, South America.

Where on-line events are held (pre a face-to-face event or for the whole event) consideration of time-zones and alternating these must be undertaken.

"Delegates to endorse these recommendations."

ACCEPTED

Recommendation 4 – WA-Alliance Ambassadors

Helen Monument explained how the WA-Alliance has piloted an initiative for Associations to create a WA-Alliance Ambassador role within their groups. In the pilot group, IMA The Netherlands, this has worked very well. A job description for the role has been developed and is available on request.

The thinking behind having Ambassadors is awareness that Association boards change regularly, sometimes yearly, which leads to certain challenges:

- Board members are fully occupied with their own Association and – as volunteers, do not always have time to spend staying engaged with the Alliance and its activities.
- When Board members move on, much of the knowledge and engagement with the WA-Alliance and WA-Summit are sometimes lost.
- The WA-Alliance is not always informed when the contact person of the Association Member changes, so information and communications do not go to the right people.
- Time is spent on re-educating the new board members about the Alliance so that they can become engaged.
- We see that our messages and initiatives are not always filtering down to the 'grass roots' membership of some Associations.

One way to avoid this expense of time and effort would be for Associations to appoint a WA-Alliance Ambassador who would work with the Board as a conduit between the Association and the Alliance. Ensuring that there is open and two-way communication between the Alliance and the Members of their association. This position would be reviewed annually by each party. This is not a mandatory role and if our Association members do not wish to have an Ambassador, they are quite at liberty not to appoint someone. The Ambassador may – or may not – make up part of the Country Delegation for Summit. The Ambassadors could also form their own informal Network within the WA-Alliance, sharing experiences and best practices.

A discussion followed this suggestion which was not readily accepted by all Delegates.

It was **AGREED** to not to vote on this proposal at this time, but to hold a Members Forum and invite the leaders of our Association Members to discuss this topic, at a date later in 2024.

10. The Global Skills Matrix 2023 Survey – Helen Monument & Lucy Brazier

The 2020 Task Force has been at work on its goals. We realised that the 2018 Survey, being pre-Covid, no longer gives an accurate view of the profession. We also wanted to know what had changed in the past five years. It was decided to do another survey, which ran from July to September in 2023. The survey was sent to WA-Alliance Members, non-member associations around the world, WA-Alliance newsletter subscribers and was shared widely on our social media channels. The response was disappointing when compared to the original survey, but the results still show some interesting changes. Helen Monument presented the preliminary results of the survey and the next steps for the GSM Task Force. They can be found in the Day 2 - Master slide deck.

VOTE

"The Delegates endorse the work of the Global Skills Matrix V. 2.0 Task Force and support their Goals."

ACCEPTED

11. Presentation – the AdmiNZ Micro Credentialing Project – Joanne Gallop

Joanne Gallop, Chair, AdmiNZ Board presented on AdmiNZ, the New Zealand administrative professional associations upcoming launch of their micro-credential qualification programme for their members. The micro-credentials reflect the work administrators do every day, are assessed in the workplace, and incorporate the skills required at Level 4 of the Global Skills Matrix. Achievement of six micro-credentials earns a Professional Diploma in Business Administration, and this will lead to achievement of AdmiNZ Certification if the individual chooses to. Micro-credential achievement will be demonstrated through the awarding of electronic badges which can be used on electronic signatures, LinkedIn, electronic CVs, etc. Achieving qualifications such as these is a significant step towards Administrative Professionals in New Zealand being recognised as a profession through holding a relevant qualification. This paper can be found at WA-Summit Resources. See the Day 2 - Master slide deck.

12. Guest Speaker – Simone White (UK)

Helen Monument introduced this topic by saying that there is not always a guest speaker at the WA-Summit, however, as it's almost International Women's Day, we would shine a light on Inclusion. At the 2021 Summit, some of you may remember the Diversity, Inclusion and Belonging Paper that was presented. That paper sparked much discussion and awareness at Summit. Simone White, spoke very evocatively and received much positive feedback and appreciation for her honest and poignant story so we decided to invite Simone to join us here to talk to us about the theme for International Women's Day this year "inspire inclusion as leaders" Simone White was one of the authors of the above paper that was presented to the Summit in 2021. Simone leads the GAIN network at Blackrock and speaks internationally on the topic of DI&E. Simone's story 'Inspire Inclusion as Leaders' is a timely and interesting topic for our Delegates.

13. Administra – The World Action Plan – Eth Lloyd

Eth Lloyd showed the latest updates to ***Administra*** and answered any questions Delegates had on the changes. These changes can be seen on the Day 2 - Master slide deck. The updated ***Administra*** can be found here.

Administra is your World Action plan. It provides a record of many of the outcomes achieved at each WA-Summit. Some outcomes include a directive to include a specific point in a specific Goal in ***Administra***. Other

points are gathered through the development of tools and information to support both Administrative Professional Associations and individual Administrative Professionals which are held under **Resources**.

Administra is set out in two parts.

- The first part is aimed at Administrative Professional Associations to help them to set their own goals and strategic plans.
- The second part is aimed at Individual Administrative Professionals who can use it to gather ideas for their own personal goal setting during their performance appraisal.

Eth then asked for endorsement of the proposed changes.

VOTE

"The Delegates at the 13th WA-Summit endorse the proposed updates to ***Administra***."

ACCEPTED

Helen Monument added that as shown on the Council Strategy slide, we want to bring ***Administra*** more into the forefront as a valuable resource freely available for associations and individuals. She encouraged all Associations to make their members aware of ***Administra*** and to use it when talking about strategies for the coming year. Much thought and discussion at each Summit goes into this document and we're keeping it up to date and relevant on your behalf. She thanked Eth Lloyd for being the 'keeper' of this very valuable resource.

Along with bringing ***Administra*** to the forefront is a revamp of its presentation. Katy Kelly (NZ) offered her support for graphics with this task.

14. Open Discussion and Any Other Business – Eth Lloyd

Round the room feedback was offered from Delegates and Participants. The over-riding feedback offered was of the energy, valuable discussions held, connections renewed or created and there was overwhelming agreement on the tangible outcomes achieved. Delegates and Participants universally expressed that they had felt empowered and wanted these events to continue to be held. Many expressed the feeling that the benefits of a face-to-face Summit far outweighed those of an online event.

15. Close of Summit – Eth Lloyd WA-Summit Chair

Confirmation of the 14th WA-Summit.

As we have now all agreed to continue with the WA-Summit in its current form, a two-day in person event, every two years – preceded by an online discussion session, we are delighted to announce that a bid to host the Summit in 2026 has been received from IMA (International Management Assistants). They offer to host the Summit in the two days before their Annual Conference, to be held in October 2026 in Berlin, Germany. This bid has been accepted by the WA-Alliance Council and we look forward to working together with the IMA team.

Closing remarks – Helen Monument WA-Alliance Chair

We will be sending out the usual post-summit survey to get your feedback, so watch out for that - it's how we learn.

WORLD ADMINISTRATORS SUMMIT

I find myself with a heart full of gratitude and admiration. It is truly humbling to witness the collective dedication, contributions, collaboration, and passion that each and every one of you has brought to the Summit. Over the past two days, we have witnessed the power of our community, as we came together to share insights, experiences, and expertise. We have engaged in thought-provoking discussions, explored solutions to common challenges, and forged meaningful connections that will last long after we part ways.

Some keywords from the past days that have stuck in my mind are that administrative professionals are talent not resources. We should change our language and consider ourselves as applied, not utilized. We need to engage, not simply share. We need to create the change we need. To volunteer is to invest. And we need to advance, to move forward to improve any situation that's not working for our profession.

I am so grateful to each and every one of you for your unwavering dedication to excellence in administration. Your tireless efforts, innovative ideas, and relentless pursuit of excellence are the driving forces behind the progress and success of our global community.

I am truly inspired by everyone here at the Summit. Despite our diverse backgrounds, experiences, and perspectives, we have come together as a global community united by our shared commitment to our profession.

I want to extend my heartfelt thanks to Sherie, Joanne and AdmiNZ for being our hosts. It's been a pleasure working with you and thank you for your patience and understanding when trying to communicate and deliver from thousands of miles away. Thank you too to our sponsors; Executive Support Media, Admin Advantage and The Career Academy. A special thank you goes to Lucy Brazier, who planned her ESLIVE event in Wellington to coincide with this years Summit, enabling attendance of the facilitators and speakers. Without your support, this Summit would have been impossible.

Let us carry on with the valuable work of the Summit, the connections made, and the friendships forged. Let us maintain our commitment to excellence and innovation and continue to inspire positive change for our profession.

I want to thank each and every one of you for your dedication, contributions, collaboration, and passion. It has been a real privilege to share these two days with you, and I look forward to the continued impact we will make together in the days, months, and years to come.

This is not the end of the journey, but the beginning. There's work to be done, so I thank those who have stepped up and committed to work together with us on making the outcomes of this summit a reality. You will make a real difference to those in our profession.

My door is always open – please reach out anytime with any further questions comments or feedback you may have. We need you all. The Alliance cannot do this alone.

Until we meet again, safe travels to all and farewell.

Thank you.

End of Day 2