



WORLD ADMINISTRATORS

SUMMIT



10<sup>th</sup> WASummit 2018 – 22 Delegate flags, 41 Delegates

**10<sup>th</sup> WASummit 24/25 October 2018**

**Eth Lloyd, Chairman, World Administrators Summit Advisory Council**

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On 24 and 25 October 2018 we had 22 countries represented by 41 formal country Delegates at the WASummit which was hosted by IMA in Frankfurt, Germany. There was energy, commitment, research and enthusiasm to discuss the topics on our Agenda.

Let me share our Agenda in reverse order. On the second and our last day:

- Our Closing Dinner included a speech by Rhonda Scarf (CSP - Certified Professional Speaker) of On the Right Track and Delegate from Canada, where she used the word “Admin” to set out what is valuable and important to and about us all in this profession.
- We also presented South Africa with the Pitman Training Super Achievers Community Award won by the Advisory Council, a £1,000.00 training package, for their Isipho Foundation students.
- In our final plenary session, the Delegates voted to reduce the time in between WASummit events from three years to two years.
- New Zealand was confirmed as the next Host Country for the 11<sup>th</sup> WASummit in 2020 and provided letters of invitation from the Prime Minister of New Zealand the Right Honourable Jacinda Adern, and from the Association of Administrative Professionals New Zealand Inc.
- The United States of America presented a bid to Host the 12<sup>th</sup> WASummit in 2022 which was accepted then confirmed and announced at the Closing Dinner that evening.
- The Delegates voted on accepting the outcomes from the Discussions Groups on:
  - **“Digital Technology Advances – the Future of the Role”**. *Administra* the World Action Plan covers this topic well, even though it was written in 2008. Some wording adjustments are required on this topic in *Administra* to reflect what is important to the profession today.
  - **“Consistent Position Descriptions and Career Pathways”**. This will be the largest piece of work and has linkages with the research undertaken over the past three years into International Credentialing and Position Titles. The aim is to develop a tool to assist every administrative/office professional to understand where your role, skills and qualifications fit together internationally. Teams will be working on this over the next two years and we will report back on progress or preferably completion in New Zealand in 2020.
  - **“Identity and Image of our Profession”**. This will lead to work primarily on templates to assist you, for example for a personal portfolio, and this team is working on that over the next month.



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- **“Workplace Harassment – how do we manage this?”** Given the wide cultural differences this will take some work but over the next few months a team will be working on Codes of Conduct and ways of managing.

On the first day:

- We primarily held plenary sessions on the three past topics – full research reports are on our website [www.worldadministratorssummit.com](http://www.worldadministratorssummit.com). These reports were the result of a huge amount of work and research by all three teams. The Advisory Council conducted an international survey on “Position Titles, Tasks and Networking” early in 2018 to provide data for our reports. This survey received 3,300+ responses from 60 countries, one of the biggest surveys conducted internationally specifically into our profession. These reports provide the underpinning research for much of our future work.
  - The **“International Credentialing”** research was undertaken through “desk top research” looking at what is currently available. This topic requires further work to address stage 2 as set out in the recommendations, which were accepted. This work will link into the new topic on “Position Descriptions and Career Pathways”.
  - The **“International Position Titles”** research will provide a basis for the new topic of Position Titles and Career Pathways. This report will provide valuable information on skill sets and perceptions of the role for the new project. The recommendations were amended before being accepted.
  - Finally, **“International Networking”**. The research recommendations in the report were amended slightly. A new team will work on how best to develop and make accessible a closed LinkedIn discussion group and how to manage this.
- We initially introduced the countries present and they presented:
  - their **Country Reports** on “Goal 3 – Moving with the times in the 21<sup>st</sup> Century” from *Administra*. These were fascinating and well researched within each country. They highlighted the divide between some countries on access to the internet and current versions of software which makes it difficult for those countries to easily participate in the digital world at the same level. These reports provided a basis for discussions over the following few days, both at the WASummit and IMA’s annual conference.

All outcomes including amended recommendations in the three research reports, will be shared over the next few months with Delegates, Ambassadors, Associations, those who have expressed interest in the WASummit and this material will go onto our website. All these groups are asked to share with their own networks.

This was a truly awesome, powerful, exciting, exhausting and uplifting few days.

It was a true example of team-work, in its widest sense and across international borders.

- Myself, as Chairman – front person over those two days with three years of preparation prior. I am from New Zealand and my Assistant was from South Africa.
- The Co-Convenors - Ursula Wartha from the Host Country, Germany who handled the on-the-ground detail and made a huge and invaluable contributions prior to and during WASummit. Weka Avosa from Papua New Guinea, the 2015 Host Country.
- The Advisory Council members who conducted the research and under-took the writing of the research all prior to the WASummit. They came from New Zealand, USA, United Kingdom, South



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Africa, Canada, Europe, Papua New Guinea, Uganda and WOW, think of those time-zones and cultural differences.

- The Facilitators – they have been preparing since mid-2017 and then had their vital role over the two days of the WASummit. They came from Germany, the Netherlands, the United Kingdom and consulted with me from New Zealand. For Skype calls at least, some of us were either getting up early or staying up late.
- Note-takers, time-keepers registration desk and photographers – from Germany, Spain, USA (Hawaii), UK, South Africa and New Zealand.
- Finally, but equally importantly, the 41 Delegates from 22 countries. They were prepared, had consulted widely in their own countries, they worked hard, and they delivered outcomes.

I would like us all to note that all this work has been and will continue to be undertaken by volunteers who do this alongside their own full-time paid work, their families and often their own professional association and other commitments. We can't thank them enough as they do it for all of us.

If you need or wish to make a power-point presentation on any aspects of your participation in the 10<sup>th</sup> WASummit, please contact me. I have a WASummit template which ensures our branding and gives us visibility to those you are presenting. I am very happy to share the template with you and wish to acknowledge the help of Vicki Sokol-Evans in developing this. I know it is initially being used for this purpose in Angola.

It has been a huge international team effort, all for this profession and to meet the purpose from *Administra* which reads "...to guide, influence and positively develop this profession."

Eth Lloyd MNZM, M.Ed. AAPNZ (Life, Fellow, Cert.)  
Chairman, WASummit Advisory Council

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