



## **Testimonials from ASSAP<sup>®</sup> 2014 participants**

**I was looking forward to attend ASSAP 2014 and I have to say it was a fantastic conference. I had a good time and enjoyed every minute of it.**

***(Helen Soon, Secretary, BNP Paribas)***

**Great speakers and tips shared. A different way of learning and it is totally unlike any other conference I've attended.**

***(Wan Nur Hazirah Binte Rohman, Admin Assistant, Ministry of Education)***

**This is my first time attending ASSAP and I am completely blown away! Thank you! Thank you! Thank you! I can't wait for ASSAP 2015!**

***(Janice Chen, Personal Assistant, National Institute of Education)***

**A day filled with fun, laughter and lots of new skills and ideas to take back and apply in our everyday routine at work and personal life. Thank you Shirley Taylor and team for this wonderful event. Very much looking forward to ASSAP 2015.**

***(Cecilia Radhalechumi, Personal Assistant, SUTD)***

**This is my first time attending ASSAP 2014. The conference has been extremely fun, engaging and inspirational. A huge thank you to Shirley and her fantastic team. The day has started to make me think about my dreams and aspirations and I know that there are endless possibilities for me to explore. Awesome experience and I'll be BACK!**

***(Angela Yong, Executive - Administrative, SUTD)***

**It's a fantastic event for secretaries. Topics covered by all the speakers are great and useful. I will surely be back again next year.**

***(Sheryl Chang, Executive Admin Assistant, Mapletree Investments Pte Ltd)***

**I've always enjoyed attending ASSAP conferences. I am satisfied and recharged.**

***(Ivy Ang, Senior Secretary, Mapletree Investments Pte Ltd)***

**Always full of surprises and best of all, I enjoyed ASSAP 2014! Awesome!**

***(Nurmarlena Bte Mohammed, JTC Corporation)***

**This is my first time attending ASSAP. Had a fruitful day by receiving tips from the inspiring speakers. I will definitely sign up for next year's event if there is a chance!**

***(Cerlyn Leong, Personal Assistant, ACRA)***

**Keep up the good work for the past 8 years!!! I will definitely be back next year!**

***(Florence Lee En Len, Personal Assistant, Ministry of Transport)***

**ASSAP 2014 is fantastic. It recognised the secretaries' hard work and the topics were interesting and very motivating.**

***(Lim Poh Siew, Personal Assistant, Monetary Authority of Singapore)***

**A very big thank you to my boss for sending me to ASSAP 2014. It was an awesome programme and the speakers were fantastic! Looking forward to ASSAP 2015.**

***(Jaclyn Lim, HR Administrator, Revenue Valley Pte Ltd)***

**Through ASSAP 2014, I learned to face new challenges positively.**

***(Selina Chan, Confidential Secretary, ST Telemedia)***

**It's been an awesome and fun-filled day! I will definitely come back in 2015!**

***(Evelyn Ng, Senior Confidential Secretary, STT Communications Ltd)***

**Fun and interesting. Relaxed environment to learn. Lots of lessons to take home. Practical lessons to apply. Lessons were made easy to understand.**

***(Lee Boon Lee, Personal Assistant, Singapore Police Force)***

**Fun and lots to learn. This is a great event and I am looking forward to next year's event.**

***(Catherine Tang, Personal Assistant, Ministry of Manpower)***

**Great! Keep up with the energy to share the positive spirit. Thank you!**

***(Novia Irawaty, Executive Assistant, Bain and Company)***

**It just gets better each year! Very inspirational and creative, especially for 2014.**

***(Petra Sim, Infocomm Development of Authority)***

**Aspiring - sessions from the speakers**

**Successful - event**

**Superb - venue and food**

**Amusing - speakers and participants**

**Perfect - conference of the year!**

***(Joey Lim, Officer, Personal Assistant, National Institute of Education)***

**This conference is really interesting and inspiring. It's very motivational and I enjoyed it. The speakers were excellent and talented, and I have learned a lot which I will take away and apply.**

***(Ramasamy Nanmullai, Secretary, National University Hospital)***

**Very energising and interactive presentations given by fantastic speakers.**

***(Cindy Sim, Secretary, United Airlines)***

**I thought the one-day conference was fantastic and we heard and learnt so much from all the speakers. Engaging, interesting and aspiring!**

***(Candy Wu, Officer, National Institute of Education)***

**Enjoyable time at ASSAP 2014. Lots of fun listening to the speakers! We shared, played games and learned at the same time. Good food and awesome goody bags.**

***(Katherine Tan, Secretary, Temasek International)***

**My first time at ASSAP and the event was awesome. The speakers have their own unique ways to present.**

***(Alicia Ng, Personal Assistant, Housing and Development Board)***

**Fantastic topics delivered by great speakers. I liked and enjoyed ASSAP 2014. What an interesting experience!**

***(Diana Chong, Personal Assistant, Ministry of Transport)***

**I find the event inspirational and a fruitful learning journey. The sharing by the different speakers is truly applicable in both work and personal life. Looking forward to next year's event. All the best and keep up the wonderful job of sharing.**

***(Hamidah Abu Samah, Admin Executive, JTC Corporation)***

**An awesome event with fellow secretaries filled with positivity and dreams for action. A really good networking session. A definite morale booster for rejuvenation.**

***(Sue Kromaino, Executive Associate, Schindler Lifts (Singapore) Pte Ltd)***

**It was a very enjoyable, entertaining and informative session throughout the whole day! I would love to attend it again for the third time in 2015!**

***(Wan Nur Hanani, Division Secretary, Institute of Chemical Engineering Sciences)***

## **General Comments on what participants enjoyed the most at ASSAP 2014**

### **The Asian Summit for Secretaries and Admin Professionals**

- Everything. All speakers were fantastic.
- Everything. There were a myriad of topics shared and delicious food was served.
- The speakers are very experienced, motivating and inspiring.
- Very motivating and refreshing.
- Very motivational speakers inspired me and reminded me that I am valuable.
- Great speakers!
- Goodie bags and gifts.
- A lot of motivational talks.
- Venue and food.
- Getting to know new friends.
- Food and tea breaks.
- The inspirational talk and experiences shared by the speakers.
- Interesting topics which are applicable to my work.
- Different speakers offered their experiences and perspectives that are inspirational and encouraging in helping one through self-reflection and rediscovery of one's worth.
- Food!
- The topics and speakers were excellent!
- Enjoyable. Fun.
- Good networking event.
- Motivational talks!
- Tim's session and his drawings.
- The great speakers, of course!
- The talks are interesting.
- Excellent and motivational speakers.
- Everything about it was great! And I mean everything! 😊
- Having good speakers. Good networking. Attractive prizes to be won.
- Networking, great insights to rapport building and definitely instilled positivity in ourselves for our contributions/our superhero selves. Rock on! 😊
- Involvement of the audience with the speakers. The content/topics are pretty motivational. Wonderful speakers. It's like a mini PA/secretaries carnival get-together.
- Meeting friends and having inspirational and motivational speakers to perk the day!
- The speakers are so spontaneous! I LOVE THEM!
- Speakers were very engaging.
- Although the topics covered were simple, they helped me to understand how I can make a difference in my workplace. I enjoyed the conference. The food was good too.

- Games and interaction. Inspiring speeches on positive mindset.
- Speakers were interesting and informative.
- Every session and every speaker.
- The new ideas that we get to use in our work.
- Venue, food, programme.
- Sessions and food were good. Good break from the office.
- Selfie photo-taking. Speakers gave wonderful speeches. Got to know new friends.
- The programme was loaded with great information and is relevant to current day context.
- The excellent presentations by ALL the speakers. The interesting programme and relaxed environment.
- The activities done together.
- Useful skills were taught to use at work.
- Getting to know more friends.
- Dessert was nice.
- Location is convenient.
- There were more interesting speakers and exhibitors.
- The content of the sessions and the lucky draw!
- The encouraging speakers and useful nuggets that I am able to bring back to the office.
- Learning new skills with full of fun and laughter!
- Everything.
- Pretty much everything! The energy from Shirley and her team! The excellent speakers. Great pace for the conference. Lots of takeaways from the day. WOOHOO!!
- Different topics and not too many sessions cramped into a one-day session. Good location and food.
- The varied talents of the speakers who brought forth interesting insights in their areas of expertise. Making new friends.
- The wonderful presentations by all the speakers. Thank you and keep up the wonderful and awesome sharing.
- The fun and activities. The motivational notes we got as takeaways.
- Networking, sharing experiences, fun.
- Good and refreshing format.
- Speakers were interesting and shared real life examples.
- Nice set-up, layout and programme!
- Speakers and food.
- Lively and interactive event.
- Excellent food, interesting freebies and useful topics.

### **ASSAP MC: Marianna Pascal**

- Best MC ever.
- Awesome MC.
- Well-spoken and entertaining. Jovial.
- So humorous.
- Very lively and full of energy!
- She speaks fluently and presents herself very confidently.
- Entertaining.
- Very natural and beautiful emcee.
- What can I say? AWESOME! AWESOME! AWESOME!
- Able to connect with participants well. Relational and lively.
- Professional yet warm personality.
- Marianna's warmth and energy shines throughout the day.
- She really brought the whole programme to a whole new level.
- Entertaining and humorous.
- Very outspoken and funny. Knows how to liven up the atmosphere.
- Very enthusiastic! Very humorous lady.
- Hyped up the crowd. Good energy. Fantastic MC.

### **Comments on Shirley Taylor**

- Her speech is very interesting, encouraging and inspiring.
- As always, Shirley demonstrates her professionalism!
- Inspirational and full of life.
- Very inspirational. Loved her speech and humour.
- Always look forward to seeing Shirley.
- Awesome introduction and she taught us to believe in ourselves. Nothing is impossible to achieve no matter where we come from or how good or bad our own past is.
- She motivates me greatly to come out of my comfort zone and focus on building relationships with people.
- I have always been inspired by Shirley's teaching. It's all about success and getting it done!
- Shirley's speech was very inspiring. She has helped me to make a final decision to achieve something that I have been hesitating to move forward in.
- Thanks for sharing your story – connecting the dots. What a good reminder. Thank you.
- Thank you for sharing with us on connecting the dots. It's inspiring.
- It was a great start for the day – makes us look forward to the rest of the conference.
- Passionate.
- Inspiring and energising session.
- Shirley is a great speaker!
- Great motivator! A testimony worth seeing the value of self-growth in my hidden areas!

## **Comments on Andrew Bryant**

- His speech is interesting and encouraging.
- Witty speaker who makes his session interesting.
- Good speaker. Inspiring. Powerful message. Applicable to work and life.
- Interesting tip in self-leadership skills and to believe in ourselves. In order to influence others, we have to influence ourselves.
- Learnt the importance of influencing myself to influence my boss (happy virus).
- Very insightful. Made me realise that we can add so much more value. And we can say NO!
- Simple and easy to understand.
- Motivating, encouraging, lively and willing to share.
- Excellent. Learned the way to say 'No' and 'Yes'. Influence myself first before influencing others.
- Very practical tips on self-leadership. Thank you!
- The Me/Not Me is applicable in both work and personal life. Thank you.
- An inspiration to human minds and their lives! Motivated, independent and individual trainer. Good leadership qualities!
- Motivating and inspiring.
- I am motivated and more confident.

## **Comments on Debra Fine**

- Debra has taught me to be the first person to say "Hello", to give eye contact.
- Provides realistic scenarios to audience. Easy to understand and follow. Enjoyed her session the most. Applicable to life and work.
- Gave us courage to know more people and to step out of our comfort zones.
- Enjoyed this segment a lot. Applicable to work and daily life.
- Very energetic. Can totally relate to the examples given. One of the best things I have learnt today - "Assume the burden of other people's discomfort"!
- I was very moved by Debra's sharing. It is very relevant and she helped me to overcome the issues an introvert like me is facing.
- Very real as she helps us to understand we are not alone when we fear.
- Thank you Debra for your life sharing. Will definitely apply the host behavior.
- Inspired me to build the rapport and walk up to new people and get to know them better. It is all up to us.
- I've learnt a lot from this session and will definitely apply what I learnt today.
- Debra is very engaging as a speaker.
- I liked the host behaviour concept that we should not feel sorry about ourselves.
- She gave a great speech relating to her own experiences.
- Excellent speech, directing a pure introvert towards change management.
- Great encouragement to those who need and must "think out of the box". Great "ice breaking" techniques!



## **Comments on Nicole Stinton**

- Great ways to learn good pronunciation.
- Her lecture is interesting and lively.
- Great tips on improving verbal communication.
- Awesome tips on achieving great communication.
- Learnt clarity and practical tips.
- Very informative relating theatre and everyday working life.
- 5 important secrets will definitely help me in improving my telecommunication skills!
- A lot of fun activities that put her points across. Really enjoyed the session.
- Very good content.
- Very practical techniques.
- Very nice and effective in her delivery! I love her voice and precision in intonation and pronunciation! I've learnt something practical and useful! Thank you!
- Interesting session!
- Topic was relevant to work.
- Thank you for your sharing especially on Tip #4.
- Informative and directive.

## **Comments on Tim Hamons**

- Very inspiring and lively.
- Awesome visualising techniques.
- Very talented artist.
- Interesting to use pictures to draw visions etc into a roadmap of our future.
- Loved the presentation and visual mapping.
- Thanks for showing the need to let go and take in things that are good for me.
- Excellent with all creative ideas on drawings/ colours/ illustrations.
- Motivating, educational and great tips on how to draw with simple icons (eg. star).
- Fantastic visual facilitator! He's the best in helping us visualise our dreams and goals, believing it's possible to achieve! Thank you!
- Brought out the child in me. Enjoyed this creative session very much.
- Very encouraging visual presentations! Super "Wow" factor!
- His points were easily understood and I liked the topic! Really exciting! Really enjoyed picturing our dreams and life in a mindmap.
- Impressive!
- Great drawings. Creative genius!
- His creativity inspires me. Able to relate and put to use.

## **Comments on Scott Friedman**

- Very inspirational and good quality notes.
- Let our creativity run wild. Speaker injects humour. Very lively presentation!
- Learnt how to appreciate and celebrate efforts and achievements.
- His talk was lively and humorous.
- Very entertaining and good speaker.
- Love the GPS concept!
- GPS is super valuable! I will definitely remember this. And we danced the Hokey Pokey!
- Great – there was a contribution of exercise, movements and games. Interesting and relevant to the topic.
- Interesting, inspirational.
- Fun, fun, fun!
- His happiness is infectious! My GPS is so turned on! Thank you!
- A good reminder to make a choice to live positively.
- Thank you for the wonderful sharing especially on the GPS. It's totally awesome.
- Yes! Life is all about celebrating. Grateful that I am alive and I got to attend ASSAP 2014. Inspired to turn on GPS from now on.
- Very lively and energetic session.
- He was engaging and clear! I loved his sharing.
- Building self-esteem. Making people happy is important and sometimes we forget. What a good reminder!
- A good wake-up call to show more gratitude and thankfulness. GPS!

## **Comments on Jana Stanfield**

- Very entertaining and interactive.
- Very relaxing music and entertainment.
- Lively and entertaining session! Well done!
- Enjoyed the session. Good ice-breaker as well.
- Great vocals and awesome tips on the “But-Free Zone”.
- Special way of presenting using music.
- Very enjoyable session with the Buts, And, So...
- Love the game we played! Thank you for the beautiful songs and words..
- She sang beautifully. It was very inspiration and confident.
- Enjoyed the game session. Great ideas.
- She sings very well. Enjoyed the role play.
- The exercises were good and she's a very good singer and presenter.
- Enjoyed her songs and they were inspiring.
- Lovely singing voice and I love her songs. The activity was fun.
- Creative presentation. The song touched my heart! I am definitely not lost but I'm just exploring.
- Great sharing through music as it reaches many through their souls!