



**Outstanding Member Awardee 2025 ✨ Grace Seow's SAAP Journey • Future-Ready • Inspiring Excellence • Elevating the Profession**

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**Grace Seow, Outstanding Member Awardee 2025, reflects in this interview on her decade-long journey with SAAP - a path defined by purpose, innovation, and unwavering commitment to elevating the role of Administrative Professionals.**

**SAAP:** *Grace, looking back to when you first joined SAAP, what drew you to the association and what made you stay committed all these years?*

**A Journey of Purpose, Service, and Professional Excellence**

Looking back to the moment I first received my Fellowship with SAAP, it remains a true milestone in my journey. To this day, I still remember the phone call from Josephine Kwan (current Advisor), who reached out on behalf of SAAP to share the news that my membership had been accepted. It was a moment filled with honour, gratitude, and a deep sense of affirmation; one I will always carry with me.



*Grace receiving a certificate of appreciation from ex-President now Advisor Josephine Kwan*

In my journey of purpose, I remain deeply grateful to SAAP for the many opportunities entrusted to me over the years. Serving on the Management Committee and various ad-hoc committees has been both an honour and a privilege. These roles allowed me to collaborate closely with fellow Administrative Professionals, individuals whose dedication, professionalism, and camaraderie have enriched my experience and strengthened my commitment to our community. Inspiring my self-confidence and fueling my passion to elevate our profession.

SAAP missions to champion the evolving role of Administrative Professionals in Singapore. At a time when the profession was rapidly transforming, SAAP stood out as a platform that not only acknowledged these changes but actively prepared its members to thrive in a modern workplace. The promise of continuous learning towards Professional Excellence, meaningful networking, and a supportive professional community.



**SAAP:** *During your term as Vice President from 2021 to 2024, what was one initiative or moment that made you feel especially proud?*

## **Workplan for the Year**

During my term, I had the privilege of hosting two “Workplan for the Year” sessions alongside our Monthly Management Council Meetings.

Although this practice did not continue, it was deeply meaningful to me because I had seen its long-term success in my own workplace for more than a decade. I was glad to introduce this approach to SAAP and to influence the way we thought about planning, alignment, and accountability.

The Annual Workplan concept represents more than a document, it is a mindset shift. It moves leadership from a reactive mode, constantly putting out fires, to a proactive one that drives intentional growth, operational excellence, and innovation.

A well-designed workplan becomes the strategic blueprint for the year ahead, bridging the gap between high-level goals and day-to-day execution. Instead of simply listing routine tasks, it clarifies what the organisation will prioritise, why those priorities matter, and how success will be measured over a 12-month period. Introducing this framework to SAAP was one of the contributions I am most proud of. It reflected my belief that when we plan with purpose, align our efforts, and stay focused on meaningful outcomes, we strengthen not only our operations, but our entire community of Administrative Professionals.

**“If you fail to plan, you are planning to fail!” - Benjamin Franklin**



*SAAP Management Council Inauguration Ceremony 2019*



SAAP Management Council Inauguration Ceremony 2023

**SAAP:** You've represented SAAP in external engagements. What was one memorable encounter or partnership that left a deep impression on you?

**Assistants of Tomorrow: Shaping the Future of Work (25 April 2025)**

I was deeply honoured to receive a personal invitation from our President then in 2024/2025, Josephine Kwan, to represent SAAP at an exclusive Breakfast Seminar in celebration of Administrative Professionals Week. Accepting this invitation whole-heartedly, I was thrilled to join the stage alongside an incredible panel of speakers.

Stepping up the stage without a single piece of paper, relying entirely on my digital notes. I was proud to advocate for a digital-first mindset. During the discussion, I emphasized that AI is no longer just an option; it is an essential tool in my day-to-day workflow. Administrative professionals must continuously evolve in today's dynamic, tech-driven workplace. To stay ahead, we must seamlessly adapt to hybrid environments and proactively maximize our organizational impact.



Assistants of Tomorrow: Shaping the Future of Work (25 April 2025)

The most rewarding part of the experience was the aftermath. I am incredibly glad that the session resonated with a few peers. They had reached out to discuss how they can transition into their desired roles. Let's carry this momentum forward:

***“Be AI-Smart, Be Digitally Fluent, Always Adaptable, Always Learning, Forever Future-Ready.”***

**SAAP:** *How has being part of SAAP shaped your identity as an administrative professional and as a leader?*

### **Administrative Professional and Fellow Member**

From the moment I was accepted as Fellow Member of Singapore Association of Administrative Professionals (SAAP) in 2012, I had deep belief in the organisation. Being a **Fellow Member** was not just a title; it marked the beginning of a meaningful chapter that shaped my identity as an administrative professional with several opportunities as office bearer in the Management Committee.



*2023-2024 SAAP Management Council: President Josephine (Left) & Vice President Grace (Right)*

### **A Decade of Loyalty Shaped my Identity**

Receiving my 10th Year Loyalty Award was far more than a celebration of time, it was a meaningful affirmation of my dedication to SAAP and to the Administrative Profession. Over the years of showing up, contributing, supporting, and uplifting others, I have witnessed firsthand how deeply we embody the spirit of “being in this together, striving for Professional Excellence.” This shared commitment, and our collective desire to see Members and SAAP grow and thrive, continues to inspire me and strengthen my purpose within the organisation. All Administrative Professionals deserve a strong, united, and forward-looking community.

Working alongside fellow administrative professionals to plan, organise, and execute initiatives that strengthened SAAP's presence and impact, having dialog, chance to receive the voice of members. I appreciate I learnt to lead with empathy, professionalism, and purpose.



SAAP had influenced my professional identity in several powerful ways:

- **Professional Confidence** - platforms to lead, speak, organise, and represent, strengthening my confidence and presence.
- **Collaborative Mindset:** Serving on the Management Council honed your leadership style: steady, collaborative, and people-centred.
- **Community Connection:** Working with fellow administrative professionals deepened my appreciation for the profession and the people who uphold it.
- **Purpose and Pride:** SAAP reinforced my belief that administrative professionals play a vital role in every organisation, and deserve recognition, development, and respect.

**SAAP:** *If you could describe your journey with SAAP in one sentence, what would it be?*

**My SAAP Journey - A Path of Evolution, Excellence, and Collective Growth.**



Singapore Association of Administrative Professionals



Grace receiving her recognition as Outstanding Member of 2025

**As Grace Seow, Outstanding Member Awardee 2025, looks ahead, her journey with SAAP continues to embody the same purpose, innovation, and collective growth that first drew her in ~ a full-circle testament to the enduring power of professional excellence and community.**



*2025 SAAP Outstanding Member Award*