

Advanced Modern Executive Secretaries And PAs Including Protocol and Diplomacy

An Office Management And Professional Skills Course For Executive Secretaries, Administrators, Office Managers And PAs

Top 3 Learning Objectives:

1. Discover practical tools and techniques that will help you manage your workload and relationships more successfully and improve productivity
2. Explore strategies to reduce conflict and learn to deal effectively with difficult situations and people
3. Provide a high level of administrative support by enhancing your ability to manage change, plan and coordinate workflow, and build an effective team



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Email: info@oseasonsevents.co.za | Address: Sunninghill Office Park, 12 Peltier Drive,

Course Timings: Registration will be at 08:00 on Day One.

Course sessions will start promptly at 08:30 and end at 15:30.

There will be two short breaks for refreshments and lunch will be served at 12:30 of each day's sessions

Course Overview

This **Modern Advanced Executive Secretaries And Pas** course focuses on equipping you with the necessary professional skills required to do your job effectively, contributing to your own, your boss's and your organisation's success. During this course you will work through a series of discussions, demonstrations and case studies that will enhance your learning experience and show in detail how to optimise your 'best practice' PA management skills.

Learning Outcomes

- Understand how your role as Executive Secretary, PA, Administrator or Office Manager contributes to organizational success
- Build an effective work team
- Plan and coordinate workflow and productivity
- Become a change champion and manage change effectively
- Interact with people in ways which reinforce positive working relationships
- Manage personal emotions and stress
- Manage conflict, difficult situations and people, with ease
- Deliver presentations to small groups with maximum effect
- Recruit, select and induct new staff who will work effectively with your team

Who Should Attend

The course is suitable for administrative professionals in all industries who lend secretarial support or manage an office environment, or work as a personal assistant within the organisation, including:

- Office Managers
- Executive PAs
- Senior Office Administrators
- Management Secretaries
- Executive Secretaries
- Executive Assistants
- Senior Secretaries
- Department Co-ordinators
- Personal Assistants
- Office Administrators
- Project Managers and Secretaries
- Protocol officers

Day One

The Role Of The Executive Secretary/PA

- Key functions of your role
- Self assessment

Leadership And Office Management

- Your leadership style
- Factors that influence leadership in the organization and in the office
- Ways in which you can influence your team
- Leadership models – situational leadership, transformational leadership and results-based leadership
- Why networking is critical to your success

Communicating For Results

- Why are effective communication skills important?
- What is communication?
- The communication process
- Barriers to effective communication
- Skills for effective communication, persuasion and influence
- Listening – the key to communication success
- Feedback
- Assertion
- Building relations and trust

This session incorporates a fun and effective questionnaire titled *“What’s My Communication Style?”* Understanding your communication on style is an important first step in learning how to communicate effectively with others. This questionnaire will give you a new insight into how you communicate every day

Day Two

Interpersonal Relations and Motivation

- Motivating your team
- Motivating on theories
- Motivating for performance
- The importance of goals and objectives
- Coaching your team

Effective Presentation on Skills

- Planning an effective presentation
 - Writing a script or note
 - Practice and rehearsal
 - Personal delivery skills
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- Reviewing your presentation on for maximum learning and effect

Day Three

Managing Work

- Time management/self management
- Managing stress
- Goal seeking
- Priority management
- Becoming a Quadrant II time manager
- Dealing with time wasters
- Maximize effectiveness by managing meetings
- Delegate for maximum effect

Problem Solving And Decision Making In The Modern Office

- Barriers to decision making
- The six-step problem solving process

Managing Change

- Change as a constant in today’s workplace
- Steps for successful change
- Managing loss
- Stages of change
- The change management checklist

Supervisory Skills Questionnaire

This metric is a fantastic benchmarking activity to enable you to better understand your strengths and weaknesses in your Executive PA role as compared to others in a similar supervisory capacity.

After completion of this questionnaire you will have a clear idea of how well you guide your work, organize your work, manage performance, develop yourself and your team members, and manage relations. You can then set specific goals for highlighting your strengths and improving your trouble Spots

Day Four

UNCOVERING THE EXECUTIVE PERSPECTIVE

Stress Management and Wellness for the Executive Assistant/Personal Assistant

- What is stress?
- Positive and negative stress
- Identifying your personal causes of stress and:

Symptoms

- Analysing stress contributors, lifestyle , habits and patterns
- Setting goals and action plans for a less stressful lifestyle
- How to achieve emotional wellness in the workplace

Emotional intelligence

Success does not only depend on technical ability and mental dexterity (IQ), but also on emotional awareness and maturity:

to be aware of, and regulate one's emotions-and manage relationships with sensitivity

- Analysis of preferred behaviour styles
- Values of emotionally intelligent professionals
- EQ as part of your daily bread
- Benefits of EQ-Emotional Intelligence

Day Five

Protocol & Diplomacy Workshop

Protocol

- Introduction to Protocol and Diplomacy
- Why the importance
- Basics of Diplomacy
- Different Constitutions of various African Countries
- Applies to Protocol Matters

Introduction to the Use of National Symbols of Different Countries

- The National Flag
- National Coat of Arms
- The National Anthem
- Precedence or Seniority
- Importance of International Government Systems
- Official Table of Precedence of different countries
- Practical application at the office
- Official Forms of Address and Titles
- Social Etiquette

Background to etiquette Professionalism

- Telephone, e-mail and voice mail etiquette
- Business lunch etiquette
- International etiquette
- Etiquette with the physically handicapped
- Table etiquette
- Business card etiquette
- Working in an Executive Office
- First impressions
- Taking initiative
- Diary
- Taking responsibility

Registration Form

PLEASE COMPLETE THIS FORM AND EMAIL BACK TO [INFO@0SEASONSEVENTS.CO.ZA](mailto:info@oseasonsevents.co.za) TO SUCCESSFULLY COMPLETE YOUR BOOKING

Company Name _____ Country _____
Tel Number: _____ Fax: _____
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(This booking is not valid without a signature)

DELEGATES DETAILS (PLEASE FILL IN USING BLOCK CAPITALS)

1st Delegate Details:

Title	Surname	First Name
Job Title	Email (required)	Telephone

2nd Delegate Details:

Title	Surname	First Name
Job Title	Email (required)	Telephone

3rd Delegate Details:

Title	Surname	First Name
Job Title	Email (required)	Telephone

AUTHORIZATION

I wish to register the delegate(s) indicated above

Title	Surname	First Name
Job Title	Email (required)	Telephone

Signature: _____ Date: _____

(This booking is not valid without a signature)

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Please select your venue by ticking the boxes below

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- | | | |
|--------------------------|----------------------------------|----------|
| <input type="checkbox"/> | Conference and Workshop (4 days) | \$ 2,500 |
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| <input type="checkbox"/> | Optional Tour | \$ 150 |

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