

MANAGEMENT SKILLS FOR SECRETARIES, PERSONAL ASSISTANTS AND ADMINISTRATORS



**Develop Your Office and Management Skills and Become A First-Class
Administrative Professional**



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Email: info@oseasonsevents.co.za | Address: Johannesburg Fourways Broadacres, Corner of Cedar Road, and
Fourways Boulevard, Johannesburg, 2191

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

INTRODUCTION

Management assistants and professional secretaries are struggling with an ever-increasing workload, in jobs considered among the most difficult, both in the private and public sectors. This unique workshop has been specifically designed for those competent workers to obtain current knowledge and competencies in the practice of this demanding profession. The focus is on practical skills, tools and techniques to improve productivity, build a winning team with management and peers, and maximize value to your organization.

Your position means that you are more than ever before part of the managerial structure of your organisation – involved in change, managing tight time schedules, negotiating with figures inside and outside the organisation and dealing tactfully with a range of difficult situations. Also, more responsibilities are being added to your workload.

LEARNING OUTCOMES

- ✓ Identify your own style of management and communication
- ✓ Define and sharpen your time management skills for increased personal effectiveness
- ✓ Pinpoint the main drivers of change and develop strategies for facilitating the change process within your role
- ✓ Negotiate effectively and successfully in a variety of situations
- ✓ Handle conflict constructively
- ✓ Plan, evaluate, implement and follow projects through to completion
- ✓ Identify and face the challenges of your changing role within your organisation resolutely and competently

Who should attend?

- Secretaries
- Administrative Clerks
- Personal Assistants
- Administrators
- Events Organizers

COURSE OUTLINE

DAY 1

MODULE 1: INTRODUCTION

- The executive secretary profession
- The secretary's role in workplace
- Necessary skills and abilities
- Attitudes towards your role
- The Boss-PA relationship

MODULE 2 : BUILDING THE FOUNDATION FOR CAREER EXCELLENCE

- Removing barriers to professional growth
- How to set personal and business goals: practical tests
- How to negotiate and resolve goal conflicts
- Maximizing opportunity and visibility
- How to achieve balance and fully enjoy life

MODULE 3: OFFICE ROMANCE

- Is it appreciated?
- Is it appropriate?
- What are the downsides?
- What are the upsides?
- What you need to do?

MODULE 4: SEXUAL HARASSMENT

- Different forms sexual harassment can take in the workplace
- Different types of sexual harassers
- Sexual Harassment reporting procedures
- Differences between friendly behavior and sexually harassing behavior

DAY 2

MODULE 5: DIVERSITY MANAGEMENT

- Defining Diversity in the Workplace
- Understanding the concept of diversity
- Exploring the difference between diversity & equal opportunities
- Identifying the impact of diversity on your business
- Best practice for a diverse working environment
- Identifying how diversity benefits the organisation, both directly and indirectly
- The effect of diversity on organisational behaviour

MODULE 6: UNDERSTANDING CHANGE MANAGEMENT

- Management in a changing business environment and the effect on
- managing people at work
- Looking at the effect of change on the individual
- Overcoming resistance to change
- Identifying the change curve
- Plotting your position on the change curve
- Strategies for the fast pace of change

MODULE 7: CONFLICT MANAGEMENT

- Defining Conflict
- Conflict generation exercise
- Definition of conflict
- Causes of conflict at work and socially
- Finding common ground
- Stages in Conflict
- Establishing the 5 stages of conflict
- How can we stop conflict escalating?
- Changing our understanding of the situation
- Personal Conflict Handling
- How others view our conflict handling style
- Using the styles to minimise conflict
- Conflict Management Techniques
- Reviewing our current conflict situations
- The need to become more assertive

DAY 3

MODULE 8: STRESS MANAGEMENT

- The Effect of Stress on Physical Health and Well-being
- How much Stress is too much Stress?
- Where does Stress Come from?
- What are the Common Signs of Stress?
- What Type of People are more Prone to Stress?
- What can Management do to Minimise Stress at Work?
- Become aware of your stressors, and your emotional and physical reactions to them
- Recognise what you can change
- Reduce your emotional reactions to stress
- Learn to moderate your physical reactions to stress
- Build your physical reserves
- Develop healthy eating habits

MODULE 9: EMOTIONAL INTELLIGENCE

- Demonstrating knowledge and understanding of the principles and concepts of emotional intelligence in respect of life and work relations.
- Analysing the role of emotional intelligence in interpersonal and intrapersonal relationships in life and work situations.
- Analysing the impact of emotional intelligence on life and work interactions.
- Evaluating own level of emotional intelligence in order to determine development areas.

MODULE 10: NEGOTIATION SKILLS

- Looking at different styles
- Identifying one's individual style
- Recognising different types of power
- Negotiating for win-win
- How to deal with difficult people
- Defusing strained situations
- Identify basic conflict strategies
- Recognise and tackle barriers
- Using your skills to overcome barriers

DAY 4

MODULE 11: CONTRACT MANAGEMENT

- Understand the "offer and acceptance" process of reaching agreement on the contract terms
- Be confident that you are operating under a legally binding contract
- Appreciate fully what has been agreed between the contracting parties and what the legal obligations and responsibilities of each are
- Recognise the allocation of risk between the contracting parties
- Realise what the consequences will be if either party do not comply with the contract and fail to satisfy their legal obligations
- Grasp the importance of being proactive in: establishing a project plan; monitoring work and progress; and managing risk

MODULE 12: PROTOCOL VS ETIQUETTE

- Do you know that Protocol has Greek origins, meaning first glue?
- Who started with protocol?
- Do you know that etiquette began in the French royal courts in the 1600s and 1700s?
- Do you ever confuse protocol with etiquette?
- Do you know how and when to separate them?

MODULE 13: HOW TO FLY THE NATIONAL FLAG

- Do you know where the flags originated from?
- Why does every country have a flag?
- What if you fly the flag upside down, what does that signify?
- Did you know that the flag in your office or manager's office is supposed to be on his/her right hand side?

MODULE 14: HONORIFICS AND TITLES FOR OFFICIALS

- Do you address an individual or the office they hold?
- How to do address the President, Ministers, Mayor e.t.c?
- Where do you address an Honorary Doctor ...should it be anywhere or at specific occasions?
- Do you present the person with lower authority to the one in higher authority or vice versa?
- Did you know that "Honorable" should be used before an elected official's name, not title?

DAY 5

MODULE 15: SEATING ARRANGEMENTS

- Does the guest sit on the left or right hand side of the host?
- Where does the interpreter sit?
- How do you arrange the other tables?
- What if a councilor brings four uninvited guests and insists on sitting with them on a table designated for others?
- Where do you place the floor plan?
- Should you share it with security?
- How do place cards work?
- Should spouses sit next to each other or opposite?
- How about the security personnel and the drivers...where do they sit ?
- On which side of the back seat of the car does the VIP sit?
- How about the spouse and the security guards?
- Do you know the origins of toasting?
- When do you propose a toast?

MODULE 16: DINING ETIQUETTE

- What to order and how much to order when invited?
- Do I use the eating utensils from the inside out of vice versa?
- Do you place the napkin on your lap or around your neck like a baby feeder?
- If the utensils fall what should you do?
- Do drink from the left or from the right?
- If you are leaving a table what etiquette is expected?
- Should you use the toothpick on the table?

MODULE 17: INTERNATIONAL CULTURAL ETIQUETTE

- Meeting and Greeting
- Names and Titles
- Body Language
- Corporate Culture
- Dining and Entertainment
- Dressing

Presentation and Receive of Gifts

Registration Form

PLEASE COMPLETE THIS FORM AND EMAIL BACK TO INFO@OSEASONSEVENTS.CO.ZA TO SUCCESSFULLY COMPLETE YOUR BOOKING

Company Name _____ Country _____

Tel Number: _____ Fax: _____

Signature: _____ Date: _____

(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

| | | |
|-----------|------------------|------------|
| Title | Surname | First Name |
| Job Title | Email (required) | Telephone |

Signature: _____ Date: _____

(This booking is not valid without a signature)

TERMS AND CONDITIONS

1. Payment Terms: On the return of the registration form, full payment is required within 10 working days. Payment must be received prior to the conference date O-Seasons Events reserves the right to refuse entry into the conference should full payment not have been received prior to this date. Cancellation will be charged under the term set out below. **2. Cancellations, No shows & Substitutions:** Cancellations received in writing more than 21 days prior to the event being held carry a 50% cancellation fee. Should cancellations be received between 21 days and the date of the event, the full conference fee is payable and non-refundable. Non-payment or non-attendance does not constitute cancellation. No show will be charged the full registration fee. Cash alternatives will not be offered, however, substitutes at no extra charge are welcome. **3. Alterations to advertised package:** O-Seasons Events reserves the right to alter this programme without notice or penalty and in such situations no refunds or part-refunds or alternative offer will be made. Should O-Seasons Events permanently cancel an event, for any reason whatsoever, the Client shall be provided a credit of the equivalent amount paid towards the cancelled event. In the case of a postponed or cancelled event, O-Seasons Events will not be responsible for covering airfare, accommodation, or other travel cost incurred by Clients. **4. Copyright:** All intellectual property rights in the materials distributed by O-Seasons Events in connection with this event are expressly reserved and any unauthorized duplication, publication or distribution is prohibited.

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Registration Number: 2012/060287/07
Bank: The Standard Bank of SA Ltd
Branch code: 001255
Branch Name: Rivonia
Account Number: 370463854
Type of acc: Business Cheque
Swift code: SBZAJJ

Conference Fees

Please select your options by ticking the boxes below

| | | |
|--------------------------|----------------------------------|----------|
| <input type="checkbox"/> | Conference and Workshop (5 days) | \$ 2,500 |
| <input type="checkbox"/> | Airport Transfer (both ways) | \$ 100 |
| <input type="checkbox"/> | Accommodation Per Night | \$ 110 |
| <input type="checkbox"/> | Optional Tour | \$ 130 |

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Please remember to email this form to us at info@oseasonsevents.co.za