

Advanced Administrative Management Workshop

for Executive Assistants, Office Managers, Office Administrators, Secretaries, PAs
With Effective Office Management, Communications and Presentation Mastery



26 February to 2nd March, 2018 at Premier Hotel, OR Tambo Airport,
Johannesburg, South Africa

26th - 30th March 2018 at Premier Hotel, OR Tambo Airport, Johannesburg,
South Africa

Introduction

In today's workplace, the administrative support position is the nerve centre of business, industry and government at all levels. Called upon to increase the effectiveness of the office environment, the administrative assistant needs to manage strategies, public relations, resources, time, stress, difficult people conflict and crisis situations calmly, effectively and professionally.

This workshop provides management skills vital to today's support position.

This energetic, fun and fast-paced course will show you how to achieve respect as an indispensable member of your office team. In a comfortable and controlled learning environment, you will explore and expand upon techniques and methods, and learn the

critical skills required to get the work done on time, keep the office running at peak efficiency, and balance work and personal life



Objectives

The objectives of this workshop are to equip you with:

- Practical psychological knowledge to improve your workplace interactions
- Practical administration action tools
- Manage changing roles and responsibilities whether working with bosses, peers, team members or customers
- Meet dynamic work expectations by expanding your proactive capabilities
- Clearly and confidently communicate and negotiate to manage conflicts and achieve results
- Apply emotional intelligence and effective listening practices to your job
- Use strategic diplomacy to handle office politics, difficult people and demanding situations

Outcomes

- Overcome work demands
- Understand administrative problem solving
- Manage office politics
- Action tools for office management
- Discover your personality type for better human relations
- Improve your memory techniques
- Master human relations
- Project professional credibility, authority and presence
- Communicate compellingly and have the intended impact
- Plan, organize and control your workload and priorities
- Build the power needed to get the job done
- Maintain key relationships to access information and support
- Analyze situations, make decisions and solve problems calmly
- Improve the working life of your team
- Raise your performance from activity level to leadership

Who to attend

- Office Administrators
- Office Managers
- Supervisors of clerical and administrative staff
- Executive Secretaries
- Personal Assistants
- Those wishing to learn or advance their administrative skills

Training Methods

This workshop is based on a combination of interactive activities - group and individual exercises, case studies, role plays and discussions - along with formal inputs. The environment will be a supportive one in which individuals with varying degrees of experience will be encouraged to share the approaches they currently use as well as try out new ones that they encounter on the conference. The conference Tutor will be on hand to answer any questions a delegate may have and to act as a facilitator for building and applying new approaches. We aim for this to be an enjoyable as well as a learning experience and feel that the mix of style and learning techniques will prove valuable to those that attend.

TENTATIVE PROGRAM

DAY ONE

Professional Development Skills

Attitude: Yours and everyone else's

- Four steps to a positive attitude
- How to deal effectively with negativity in the workplace
- Critical thinking action models - **activities**
- Improve Your Memory - how to remember:
 - Names and faces - **activities**
 - Long lists of items in a specific order - **activities**
 - Information - **activities**

Human Relations and effective Communication

- Communication Skills
- Asking effective questions
- Listening actively for meaning
- Expressing ourselves assertively, including a three-part model
- Saying "No" without straining relationships
- Keeping our clients (including managers) in the loop
- Presenting requests to ensure acceptance and action
- How good are your communication skills? – **Self-assessment test**
- Master your personality type to know how to adjust to those around you - **activities**
- Master effective communication strategies for 16 personality types (including superiors & colleagues)
- How to prioritize stakeholders that affect you and your superior – **activities**

DAY TWO

Managing Time, Workload and Stress

- High and low payoff time investment– **Self-assessment test** how good is your time management?
- Experience-based techniques for effective time management action tools that works - **activities**
- How to write and use a proper daily To Do list
- Prioritizing revisited, How productive are you? – **Self-assessment test**
- Tools and techniques for managing ongoing heavy workloads
- What stress and stressors are, and early indicators of stress level and how you can Motivating Yourself - **Practical Tools and Strategies**
- Preventive and prescriptive stress management strategies
- How Self-Motivated Are You? – **Self-assessment test**
- Using "The Johari Window Model" to boost efficiency and effectiveness - **activities**
- Using "The Inverted U Model" to improve productivity over pressure - **activities**

DAY THREE

Stress Management

- Are you a positive or negative thinker? – **Self-assessment test**
- Positive thinking: Thought awareness and rational thinking – **activities**
- How self-confident are you? – **Self-assessment test**
- Building Self-Confidence – **activities**
- Stress management action tools – **activities**

Anger Management

- Anger Management Questionnaire – **Self-assessment test**
- Anger Self-Management Techniques
- Dealing with Aggression

Conflict Management

- Dealing with conflict -How to handle criticism and office politics– **activities**

DAY FOUR

Effective Communications Mastery

- Goals for Specific Communications — define your goals and then the most effective methods of delivery
- The Communication Process — understand the six step process
- Foundation Tools — for setting the stage for successful communications, one on one and with groups
- Barriers to Effective Communications — identify and develop methods to break down those barriers
- Communication Skills — learn how to combine the four key elements and the five basic skills to communicate with impact
- Influencing Techniques — expand on communication skills, using techniques and strategies to influence others behaviors and develop more collaborative working relationships
- Planning a Communication Strategy — identify your communication outcome and plan the best approach for achieving positive results
- Face to Face and Virtual Facilitation/Meeting Communication Skills — learn to communicate and facilitate effective group interactions

Effective Presentation Mastery

- Learn to design effective & engaging presentations
- Select the most suitable delivery method based on the audience, the environment & the message being delivered
- Master powerful & effective verbal & non-verbal communication techniques
- Gain insight into effective techniques for calming nerves
- Learn to create fantastic flip charts to support the key messages
- Create compelling PowerPoint presentations
- Learn different tools to add diversity & interest to engage an audience
- Learn to pump it up a notch to deliver higher energy presentations

DAY FIVE

Understanding your Boss - Understanding Leadership Skills

- Clearly understanding the roles and responsibilities of your boss
- How good are your leadership skills? – **Self-assessment test**
- Identify the management and leadership skills you need to know – **Self-assessment test**

Understanding the People Your Boss Manages

- What are groups and teams?
- Group life cycle
- Group and team roles - **activities**
- Different group behaviours

Stakeholder Management- Understanding How to Manage Your Boss's Stakeholders

- Identifying stakeholders - **activities**
- Prioritizing stakeholders - **activities**
- Categorizing stakeholders –**activities**

Registration Form Advanced Administrative Management Workshop



To secure your booking, please complete, sign and email a scanned copy to registrations@acaeglobal.com or Call us for assistance should you be having problems in submitting your registration at +27110517282

Approving Manager Details:

Prof Dr Mr Mrs Miss Name & Surname
 Telephone..... Position
 Organization Email
 Physical Address..... Signature.....

THIS BOOKING IS INVALID WITHOUT A SIGNATURE

Participant Details:

Prof Dr Mr Mrs Miss Name & Surname
 Telephone..... Position Email

Prof Dr Mr Mrs Miss Name & Surname
 Telephone..... Position Email

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KINDLY CHOOSE YOUR CONVENIENT DATE AND FEE OPTION

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Venue: Premier Hotel, OR Tambo Airport, Johannesburg, South Africa

Fee Option 1:
 5 day Workshop = **USD 3,550.00 per delegate** include 6 nights bed & breakfast, round trip airport transfer, lunch, conference documentation and limited refreshments

Fee Option 2:
 5 day Workshop = **USD 2,500.00 per delegate** include, training material, lunch, limited refreshment

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Would you like us to organize your hotel booking? Yes <input type="checkbox"/>		No <input type="checkbox"/>	
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Our Banking Details			
Bank:	FIRST NATIONAL BANK	Account Name:	AFRICA CENTRE FOR ADMINISTRATIVE EXCELLENCE
Account Number:	62582439876	Branch Code:	250455
Branch Name:	Park town	Swift Code:	FIRNZAJJ
IMPORTANT: PLEASE NOTE THAT CASH PAYMENT OR A BANK CERTIFIED PROOF OF TRANSFER IS THE BASIS FOR ADMISSION.			

CANCELLATION AND POSTPONEMENT POLICY

All cancellations or postponements must be confirmed in writing and e-mailed to info@acaeglobal.com. Cancellations 10 to 5 Business days prior to the event will attract a 25% cancellation fee. Cancellations received less than 5 Business days prior to the event will result in a 50% cancellation fee. No shows will attract a 100% cancellation fee. Maximum permissible interest will be levied on any outstanding invoices. You are however welcome to substitute your attendance with an appropriately qualified colleague. Postponement to a later date must be received in writing no less than 5 Business days prior to the initial event in order to waive the cancellation fee. This waiver will only be applicable once.

GENERAL NOTES

In the event of unforeseen circumstances, ACAIE reserves the right to change the speakers, the venue or the date. Delegates will be notified of changes or cancellations of events no later than 5 Business days prior to the event and all paid-up invoices will be fully refunded in a case of cancellation or credited to another event within 6 months, we however welcome donations to the organization for our cause of rural literacy campaign.

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