

Administrative Mastery

For Administrative and Executive Support Professionals,
Middle and Senior Managers

2019 Schedule

08 – 12 July	Cape Town
09 – 13 September	Sandton
11 – 15 November	Cape Town
09 – 13 December	Sandton



*Managing the Office of the future, Enhancing Your Communication, Events Coordination
and Travel Management Skills*

Upcoming Date

08 – 12 July at The Capital Hotel,
Sandton City, 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

KEY HIGHLIGHTS OF THE SEMINAR ARE:

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
- What events can do for your PR and marketing strategy?
- Scheduling techniques to plan and deliver an event
- Practical hints and tips on venue choice, stage management and different types of dining
- Managing the media at your events to multiply outcomes
- Advice on looking after guests and protocol for VIP's

BENEFITS OF ATTENDING THIS ADMIN MASTERY

- 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 IS THIS TRAINING COURSE FOR?

This seminar is of High Importance and relevant to All Administrative Professionals, PAs, EAs, and Event Planners and All those with responsibilities in Administration and those responsible for delivery of Successful Corporate and State events

- **All Administrative Professionals**
- **Executive Assistants**
- **Personal Assistants**
- **Administrative Professionals**

TRAINING METHODOLOGY

Using the best mix of training and learning methodologies, this programme will be highly interactive and experiential. Besides formal presentations, activities include open discussions, group work, experiential learning journey and other learning methodologies. Participants will have adequate opportunity to share their experiences, learning points and challenges during the programme.

TENTATIVE PROGRAM

WEEK 1

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**

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

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

OFFICIAL EVENT MANAGEMENT -from start to finish including Guest entertaining.

How to prepare guidelines and Procedures for Organizational Functions and Duties

- Planning for the day of the event - coordinating a seamless event!
- Planning for luncheons, dinners and banquets
- The role of the Continuity Director and Master of Ceremony
- Managing speakers and speeches
- Security, photographers and guest safety

CONTROLLING GUEST LISTS AND NUMBERS

- Dealing with clients and customers
- Parameters for guest lists
- Ensuring you have enough bums on seats!
- Sticking to RSVP dates
- Plan B?
- Working with draft guest lists
- Database management - Efficient Contact Database Management.- Maintaining and Keeping Contacts

- Handling RSVPS

WEEK 2

INVITATION ETIQUETTE

Guidelines for Processing Invitations

- Designing invitations:
- Examples of invitations for different occasions
- Wording invitations correctly and getting the correct information required
- Creating anticipation and excitement through your invitations
- Converting a "No response" to a "Yes" response!
- Reply instructions and deadline dates
- Dress codes: What are they and how to we use them?

TRAVEL MANAGEMENT

Airport arrangements, tickets and travel management.

- Know how to compile your traveler's profiles
- Draw up checklists and timelines for the trip and compile an itinerary
- Book flights and understand the various classes and options
- Know how to buy tickets on the Internet and what precautions to take

- Book transfers and car hire and establish the best options
- Find the best accommodation options
- Know what to do on the travel day, what travel documentation to have prepared, what to check & what information to provide to your traveler

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

WEEKLY GENERIC SCHEDULE (Mon to Friday excluding opening ceremony)

(Please Note A Full week-long program will be provided as part of welcome kit)

Training program schedule		
Sunday	All Day Event	Arrival and Airport Transfer to the Venue Hotel or Hotel of Client Choice. Airport transfer to be Organized and coordinated by ACAE Global
Monday	08:30 am 9:00 am to 3:30 pm	Opening Ceremony and Registration Training programs in Session
Tues to Thur	08:30 am 9:00 am to 3:30 pm	Training room arrival and networking Training programs in Session
Friday	08:30 am 9:00 am to 1:00 2:30pm to 3:30 pm	arrival and networking Training programs in Session Closing Ceremony and recap of expectations & feedback
Saturday	All Day Event	Departure of Delegates and Airport Transfer to the International Airport or departure depart of Client Choice Coordinator: ACAE Global
PERSONAL NOTE: South Africa is Rich in History and Heritage sites, A shuttle to these sites will be available, however some minimal entry fees are applicable.		

PROFESSIONAL DEVELOPMENT PROGRAMME REGISTRATION FORM

To secure your booking, please complete, sign and email a scanned copy to registrations@acaeglobal.com

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

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

KINDLY CHOOSE YOUR CONVENIENT FEE OPTION

Group Rates of 3 and above

- 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

- Fee Option 1:**
5 day Workshop = **USD 3,350.00 per delegate** include 6 nights bed & breakfast, round trip airport transfer, lunch, conference documentation and limited refreshments
- Fee Option 2:**
5 day Workshop = **USD 2,200.00 per delegate** include, training material, lunch, limited refreshment

Would you like us to organize your hotel booking? Yes No

Payment Details

Payment Method (*Please choose one) Cash Direct Deposit Bank Transfer (EFT)

Our Banking Details

Bank:	STANDARD BANK	Account Name:	AFRICA CENTRE FOR ADMINISTRATIVE EXCELLENCE
Account Number:	303049537	Branch Code:	001255
Branch Name:	Rivonia	Swift Code:	SBZAZAJ

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, ACAE 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.