

# ADVANCED MANAGEMENT DEVELOPMENT PROGRAM FOR PERSONAL ASSISTANTS, PRIVATE AND EXECUTIVE SECRETARIES SYMPOSIUM

Dates: JHB 27 – 31 May 2019

PTA 10 – 14 June 2019

## Course Overview

Exclusively brought to you by CCPQ Management Development, 5 Day Executive Personal Assistant, Secretaries and Office Administrators Masterclass 2019, has been specifically designed to develop the business management competency of office administration personnel, including PA's, Secretaries and all other Office Professionals.

The Masterclass will equip participants with the basic knowledge, processes, skills, tools and techniques, recognised as industry best practice for office administration to effectively succeed in assisting your boss manage his/busy daily schedules.

Course participants will learn how to use gap align strategy and operations and the role players involved in implementation processes. In addition to these key areas, you will also learn a process to enable you to innovate solutions more easily



# Management Development Symposium

It is important that Executive Assistants keep up with professional best practice and posture themselves within the organization with a strong personal brand.

## Fundamentals of Modern Corporate Behaviour

- Understanding the role of the executive assistant in a global economy
- Why is the executive assistant more relevant than ever before?
- Debating the importance and relevance of the executive assistant's role in today's business environment
- Exploring the characteristics of today's global business environment

## Project Management Fundamentals for Office Professionals

- Gain a fundamental understanding of managing projects as well as the project management process
- Identify and understand essential project management vocabulary and terminology
- Apply basic project management skills, tools and techniques
- Understand the ten knowledge areas of project management
- Plan, organise and control project activities

## Linking Strategy, Projects and Operations Processes

- Understand strategic and operations decisions
- Scope and impact of decisions undertaken
- Implement decisions without delays
- Ask for clarity if needs be

## Fundamentals of Accounting Practices

- Understand the language of accounting and finance
- Understanding the basic principles of how to plan and prepare financial statements for your boss
- Participate in the project evaluation and decision-making process by effectively understanding the basic principles of how to plan and prepare financial statements for your department

## Delivering Your Best as an Executive Secretary

- Paying attention to your attitude
- Knowing that you are responsible for creating the culture of your organisation
- Being well prepared for the unexpected
- Maintaining your ability to stay calm in tough moments

### Learning Outcomes

- Fundamentals of Modern Corporate Behaviour
- Linking Strategy, Projects and Operations Processes
- Delivering Your Best as a Role of Effective Communication in Conflict Management
- Emotional Intelligence and The Balancing Act
- Delivering Your Best as an Executive Secretary
- Role of Effective Communication in Conflict Management
- Half day Practical Workshop on: Self-Awareness Techniques and Tools

### Facilitator Mr Kum G. Bezeng

Mr Kum has successfully started and managed companies including a multinational dealing with education and training, conferences and property investment. Kum is a practicing Member of the Association of Project Management South Africa (APMSA)

## Management Development Symposium

### Target Audience

- Executive Personal Assistants
- Executive Secretaries
- Personal Assistants
- Personal Secretaries
- Office Managers
- Administration Managers
- Management Secretaries
- Senior Assistants
- Executive Personal Secretaries
- Any one responsible for the support of senior management and executives



### Ethical Leadership Skills Development Planning for Future Advancement

- Act with a sense of ethical standards
- Exhibit the characteristic of conscious reflection
- Display leadership qualities as Executive Secretary
- Being decisive to create confidence and results
- Avoiding habits that damage your credibility
- Coping mechanisms for receiving criticism

### Emotional Intelligence and The Balancing Act

- Learning to identify and isolate the facts in an emotionally charged situation
- Enhancing your leadership and management ability through effective E.Q
- Managing conflict in a diverse environment and using it to build formidable teams

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- Generating support and cooperation from your peers, subordinates and superiors by utilising Emotional Intelligence
- Using your intuition to make decisions quickly and accurately

### Role of Effective Communication in Conflict Management

- Make communication a common platform for all
- Be polite and convincing
- Listen to what the other person has to say
- Make sure you are very clear and transparent with your communication
- Keep control on your emotions and ensure your communication is impressive and relevant

### Managing the Protocol and Travel function

- Role and responsibilities of the function
- Creating streamlined policies, systems, structure and procedures
- Keeping up to date with changes in rules and regulations nationally and internationally
- Record keeping, monitoring, updating and maintaining
- Applying all policies, processes and procedures fairly to all

### The Right Documents, at the Right Time, in the Right Place

- Organising passports, processing visas and overcoming the complexities and problems
- Compliance with entry requirements and immigration rules
- Ensuring the health, safety and security of staff and visitors
- Booking tickets, timetables, time differences, holidays, cancellations
- Airport procedures, requirements and duties

## Management Development Symposium

### Presentation and Report Writing Skills

- Employ the most effective writing techniques to enhance clarity and coherence
- Apply the principles of effective business communication and report writing to compose high quality reports
- Produce technical reports which reflect coherence, clarity, conciseness, accuracy and completeness
- Present technical information in a clear, concise and persuasive manner
- Turn the most technical presentation in to one that is exciting and memorable

### Problem Solving, Multitasking and Collaboration in Shared Values

- Problem Representation
- Divergent Thinking
- Convergent Thinking
- Trial and Error
- Information Retrieval

### Principles of Applied Office Management

- Establish Office Management Routines and stick to them
- Setup Clearly Delineated Responsibilities
- Keep Records and Keep your Business Records Updated
- Take a Walk through your Office and have a seat

### Half day Practical Workshop on: Self Awareness Techniques and Tools Overview

Process driven organisations mean that we operate in matrix structures, project teams and virtual teams with fluid boundaries. This shift has placed a higher premium on one's ability to influence rather than command, to persuade rather than instruct and to build commitment and trust, rather than ensure compliance. The art and skill of self-management is a prerequisite in the change arena.

Self-managed people are in control of themselves and their lives. They don't blame circumstances but rather focus on improving conditions and themselves.

#### Workshop focus

- Be more aware of personal triggers and hooks
- Apply techniques to manage anger, frustration and anxiety
- Understand how to communicate effectively and apply acquired skills
- Understand how to build positive relationships with individuals as well as with the group
- Give and receive feedback effectively
- Develop self-awareness in relation to managing change
- Keep personal opinions and assumptions from negatively influencing the group
- Enhancing your self-awareness to unleash your potential

#### Facilitator: Michael JB

As a speaker and facilitator, Michael can entertain, inform and enlighten his audiences. He is a fun, knowledgeable facilitator who has vast life experiences from which he draws on.

Michael's ability to take complex concepts and simplify them into an understandable and usable format has meant that his audience always leaves with new skills and usable techniques, not just data and information.



# Registration Form

## Authorisation and company details:

The signatory must be authorized to sign on behalf of the stated company. I acknowledge that I have read and understood all the Payment Methods, Policies and Terms & Conditions.

**Company:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**VAT#:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Booking Date:** \_\_\_\_\_

## Registration details:

Delegate 1 Details:

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Contact #:** \_\_\_\_\_

Delegate 2 Details:

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Contact #:** \_\_\_\_\_

Delegate 3 Details:

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Contact #:** \_\_\_\_\_

## Company Details

Centre for Certified Professional Qualifications (Pty)

Ltd Company Registration: 2017/092131/07

Bank: First National Bank

Branch: Killarney

Branch Code: 256205

Account Number: 62680934520

CSD Supplier Number: MAAA0462533

Price Per Delegate: R18000.00 (excluding vat)

### TERMS AND CONDITIONS

Accepted applications to attend the Envision Int. Conference or Training Course ("Event") are in every case subject to these terms and conditions.

**PAYMENT TERMS** – To secure your registration, payment must be made in full upon receipt of invoice. **CONFIRMATION OF REGISTRATION**– Application of registration is binding upon signature by the authorized company signatory, however, CCPQ, reserves the right to reject/refuse or accept/confirm applications to the event, should payment not be received (further to the aforesaid, applications may be treated by CCPQ as having lapsed should payment not be received within 10 (ten) days of invoice date. **RIGHT OF ADMISSION**– CCPQ reserves the right to refuse admission to the Event where evidence of full payment cannot be produced. Included in conference/course fee are lunch, refreshments provided by CCPQ and detailed conference/course material as CCPQ deems appropriate. Views of Speakers at any Conference or Training Course are their own and do not reflect the views of ENVISIONINT., its employees, agents or contractors. **DELEGATE SUBSTITUTIONS** – maybe made at any time without incurring additional charges to be notified in writing of any such changes. **DELEGATE CANCELLATION** – Must be received by CCPQ in writing and cancellations received within 15 working days before event start-date, entitle the cancelling delegate to a full credit of amounts paid to date of cancellation which may only be redeemed against the cost of any future CCPQ Event, within one year from such date of cancellation, irrespective of the date of signature of the registration contract, any cancellations received less than 15 working days before the Event start date, do not entitle the cancelling delegate to any refund or credit note and the full fee must be paid; Nonattendance without cancellation notice is treated as a cancellation with no entitlement to any refund or credit. **CCPQ SUBSTITUTIONS AND CANCELLATIONS** Speakers and Topics are confirmed at the time of publishing of the program, but CCPQ reserves the right to substitute, alter or cancel advertised Speakers and / or topics in appropriate circumstances. Should CCPQ Cancel an Event, delegate payments as the date of cancellation will be credited to a future CCPQ Event (such credit is available for up to one year from the date of cancellation) Should CCPQ Postpone an Event, such payments at the postponement date will be credited towards the rescheduled Event, if the delegate is unable to attend the rescheduled Event, the delegate will receive a full credit of amounts paid up to the date of postponement which may only be redeemed against the cost of any future CCPQ Event (and such credit will be available for one year from the date of postponement). No cash refunds whatsoever are available for cancellations or postponements. **INDEMNITY** – CCPQ is absorbed from and indemnified against any loss or damage as a result of substitution, alteration or cancellation/postponement of an Event arising from any cause whatsoever, including, without limitation, any fortuitous event, Act of GOD, unforeseen occurrence or any other event that renders performance of the Event impracticable or impossible. A "fortuitous event" includes, but is not limited to, war, fire, flood, riot, industrial action, extreme weather or another emergency. **WARRANTY OF AUTHORITY**– The authorizing company approved signatory warrants that he/she has the authority to sign this application and agrees to be personally liable to CCPQ for payments falling due pursuant there to should such warranty be breached.

