Office Professionals Workshop

SETTING THE STANDARD FOR EXCELLENCE

02-04 SEP 2020

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Register Now

R13 999.00

VAT Included

WHO SHOULD ATTEND?

ADMINISTRATIVE ASSISTANTS
EXECUTIVE SECRETARIES
PERSONAL ASSISTANTS
SECRETARIES
OFFICE MANAGERS
DEPARTMENTAL ADMINISTRATORS
PROTOCOL OFFICERS
OFFICE ADMINISTRATORS
PERSONAL SECRETARIES
SUPPORT STAFF
FRONTLINE STAFF
ANYONE WORKING IN AN OFFICE ENVIRONMENT

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This workshop will assist participants to master the art of becoming a complete Office Professional whether you are a secretary, support staff, Personal Assistant etc. The training gives in-depth discussions on key performance areas like being ahead in all areas of your work, improving your productivity through task, priority and time management, learning appropriate business communication styles in different situations, appropriate office conduct and much more.

The soft skills training will teach you how to develop the skills that can make the difference between a lackluster career that tops out at middle management versus one that lands you in the executive suite. Or to wherever you define career success. So many soft skills seem like common sense at first glance, but they are not commonly applied by most workers. This soft skills training course will give you an edge over your competitors. It will also make your job, your career and your life more rewarding and enjoyable.

BE PREPARED FOR COOL SURPRISES BETWEEN TRAINING SESSIONS.

WHAT YOU WILL LEARN

- Focus attention on a speaker
- Listen with great attention
- Understand spoken information delivered in the workplace
- Retain information delivered from clients, colleagues, customers and bosses
- Create better connections with everyone in the workplace
- Improve all work relationships
- Understand how to be a great communicator
- Become a stronger listener
- Appear professional to co-workers and bosses of all ages
- Avoid common career blunders that often end careers
- Manage expectations for bosses and colleagues
- Position yourself for promotions
- Make technology your asset, even if you are afraid of technology
- Avoid the Not My Job Syndrome
- Develop EQ to Match Your IQ
- Develop leadership qualities

DAY 1 SCHEDULE

08:00 - 08:30 | Registration and Arrival Tea
08:30 - 10:15 | Introduction
- The Soft Tech Savvy Way to Always Be Essential
- Not My Job" and I am Happy to do it
- Talking and Connecting Your Way To The Top
- You Can Become a Master Communicator!
- A Part of Strong Communication Is Asking for Feedback the Right Way
- Higher EQ Beats Higher IQ
- Becoming a Leader without the Title or Position
- Build Your Winning Team
- Control Your Career By Controlling Yourself
- Make Every One of Your Seconds Count
- Unleash Your Inner Anthony Robbins
- Getting a Clue Without Somebody Telling You To "Get a Clue"
- Avoid Being "Uncool"
- Clothes Can Still Make Or Break Your Career

10:15 - 10:45 | Tea Break and Socializing

10:45 - 12:00 | Understanding the role of meetings
- Organizing an effective and productive meeting
- Identifying the type of minutes you are expected to take
- You Can Become a Master Communicator!
- Employ effective telephone etiquette
- Answer telephone according to organisational standards
- Best practices in customer relations
- Business Writing Skills
- Self-Succession and Planning for Senior-Level Executive
- Assistants: Things to Develop
- Contracts Administration & Documents Management
- Budgets Administration
- Suggestion for more productive meetings

12:00 - 13:00 | Lunch

13:00 - 15:00 | - Developing Your Secret Sauce
- Time to Give Yourself a Piece of Your Mind
- Be the Most Interesting Person in the Room
- How To Learn From Others
- Checklist of arrangements that need to be made
- What you should take with you and where you should sit
- The Objective of an Agenda
- Standard sections that need to be included
- Clearing the agenda prior to sending it out utilizing agenda formats available in MS Word
- Miscellaneous Activities

15:00 END OF DAY 1

CLICK BELOW TO REGISTER
https://infoport.africa/registration-form/

DAY 2

08:00 - 08:30 | Arrival Tea and Register
08:30 - 10:15 | Learn the inside secrets of how to become an executive secretary or PA pro
- Free up valuable time, don't waste time and money travelling to meetings
- Becoming Your Manager's Most Valuable Asset
- Project Management 101 for Administration Professionals
- Workplace safety and ergonomics
- Communicate effectively (telephone and face to face)
- Body language
- Building self confidence
- Personal qualities to develop
- Telephone skills, gaining information and closing calls.
- Resilient Leadership for Today's Assistant
- Having Difficult Conversations
- Top ways to Create and Curate Content to Build Thought Leadership for you and your Executive
- Mastering Self-Management: How to Gain More Autonomy at Work

10:15 - 10:45 | Te Break and Socializing

10:45 - 12:00 | How Administrative Professionals Can Welcome Diversity and Inclusion for a Thriving Workplace Culture
- Creating Authentic Business Connections
- Keys for Unlocking Your Administrative Brilliance in the Workplace
- Because You Didn't Ask: Advocating for Yourself
- Creating a Community of Practice: A Pilot Project to Achieve Administrative Excellence
- The Great Balancing Act: Work, Life and You
- The Latest Innovation is YOU!
- Game-changing Communication: The Power of Influence
- Getting to the Corner Office: What You Always Wanted to Know and Were too Afraid to Ask!
- Ways to Become a Recognized Thought Leader and Linchpin
- Less Is More: Elevating Your Minutes
- EQ, IQ or Q2: Connecting People and Brains
- Service Excellence - Service the Role, Not the Person ... There is a Difference!

12:00 - 13:00 | Lunch

13:00 - 15:00 | - Tips for Improved Workplace Communication
- Stand Out and Get Noticed With an Online Portfolio
- Your Stock Is Rising:
How to Expand and Enhance
the Value You Deliver

15:00 END OF DAY 2

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DAY 3

08:00 - 08:30 | Arrival Tea and Register
08:30 - 10:15 | Plan project administration
- Coordinate project administration
- Finalise and review project administration
- Identify and source information needs
- Collect, analyse and report information
- Implement information systems
- Prepare for information system changes
- Plan and write letters and documents
- Draft text
- Prepare final text
- Produce document
- OneNote: The Digital Age Notebook
- Managing your Executive's busy Calendar in Outlook; You Got

10:15 - 10:45 | Tea Break and Socializing

10:45 - 12:00 | Word processing (MS Word)
- Managing Your Documents
- Using Formatting Tools
- Using Time Saving Tools
- Spreadsheets (MS Excel)
- Prepare & develop spreadsheet
- Working with Functions and Formulas
- Managing Tables
- Enhancing your Workbook
- Email management with Microsoft Outlook
- Outlook Conditional Formatting
- Customizing and using categories in Outlook
- Setting AutoArchive options
- Creating Outlook custom Quick Steps
- Creating Outlook rules from scratch or from messages

12:00 - 13:00 | Lunch

13:00 - 14:30 | - Automation in the Workplace
- Discussing and Demonstrating Microsoft Office 365 in details

15:00 END OF WORKSHOP

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