

The modern PA/Secretary is crucial to the smooth running and front-line contact of the office. She carries high levels of responsibility and accountability and is at the same time a public relations officer and team manager.



Business success through people



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PA/Secretary Masterclass

**6 & 7 September 2010
Midrand Conference Centre, Midrand,
Johannesburg, South Africa**

This programme will provide PA's and Secretaries with the tools to fulfill a demanding professional role whilst running an efficient office and creating an environment of reliability and responsibility for the Manager and the department.

OBJECTIVES

- Improved self-confidence and people-handling skills
- Effective communication and conflict management skills
- Effective self, task, and job management skills
- Understanding how to create a professional, efficient environment
- Understanding how to achieve work/life balance for your personal happiness and career satisfaction

YOUR PRESENTER

Daphne Els

Daphne has 20 years experience in human resources and business strategy as well as line management, focusing on project delivery and execution in strategy, organizational development, career development and training needs assessment and development. Her areas of expertise are project management, acting as Skills Development Facilitator and change management. She has consulted to organisations ranging from small, to blue-chip, including governmental organisations.

WHO WILL BENEFIT MOST

Existing and potential Executive PAs/Secretaries

Conference Programme

PA/Secretary Masterclass

The New Role of the PA/Secretary

Why and How Roles of the Manager and the PA/Secretary are changing
The Importance of Business Awareness
Learning to use Management Vocabulary
How to Present Ideas in terms of Profits
Categorising your Skills
Reporting to your Manager/more than one Manager
Effectively Managing your Manager: Strategies for Success
Recognising and being tolerant of Differences

Planning

Project managing your Responsibilities by Planning, Prioritising, and Following Up
Diary Management
Travel Arrangements and Management

Setting Goals

Defining Goalsetting and the reasons we don't set Goals
Motivating yourself to set Goals, and actioning your Goals
What Happens when your Values and Goals Conflict

Professional Communication

Building Credibility and Influence through Professional Communication
Distinguishing Assertiveness from Aggression
How assertive are you?
Listening Skills and Non-Verbal Communication
Your Professional Image
Marketing yourself and creating a higher Visibility

Managing Conflict

How to recognize early warning signals of Conflict
How to reduce Conflict in your Work Environment

Work/Life Balance

Working smarter in two demanding Environments

Role Effectiveness

Creative Problem solving
Building Relationships, Trust and Loyalty
Becoming a Change Agent
The Benefits of broadening your present Job

Personal Development

Developing a road map for personal development
Self-mastery and Emotional Intelligence
Aligning personal development to company vision

CONFERENCE FEE:

PA/Secretary Masterclass

ZAR 3 750.00 excl VAT

For more information contact:

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To register Click Here

http://www.cittraining.co.za/1this_reg_form.php

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