Advanced Management Skills for EAs, PAs and Office Managers Summit

Including Protocol and Etiquette



DATE | VENUE

25th - 29th November

2013

Protea Hotel Wanderers Johannesburg







TO REGISTER: Tel: +27 11 794 2151 E-Mail: info@hundfold.co.za Website: www.hundfold.com

TRAINING METHODOLOGIES

Brainstorming

This is a free-wheeling technique to generate ideas. Groups will be given a question or problem and asked to produce as many ideas as possible through creative, spontaneous flow of suggestions with no judgment or evaluation of the suggestions. Quantity is more important than quality. A more careful analysis of the ideas and their usefulness is postponed until later.

Buzz Group

Group will be subdivided into small units. All groups meet simultaneously for five to ten minutes to react to a topic, generate ideas or questions, discuss an issue, etc. Used to quickly share the ideas of a large group.

Case Study

A written or oral account of a situation which requires resolution is given to the learners. Either individually or in groups, the learners are asked to analyze the case and present recommendations. It will be used to apply learning in order to solve problems.

Discussion

A verbal exchange of ideas on a topic or problem of mutual interest. The discussion can be leaderless, led by a learner, or moderated by the instructor. Discussions will be initiated by the instructor through questioning.

Lecture

An oral presentation in which the instructor or other speaker present facts, opinions, events,

Slip Writing

A quick method of generating questions from learners by asking them to write questions down and pass them to the instructor. The instructor will then read all the questions to the group and either answers or refers questions back to the group

Video Watching

Enables the participants to relate the principles learnt.

PROGRAMME OUTLINE

MODULE	DULE KEY FOCAL AREAS			
	DAY 1			
	STRATEGIC MODULES			
CORPORATE GOV- ERNANCE	 √ Definition of Corporate Governance √ Understanding the Vision, Mission, Values and Strategic Objectives of the Organisation √ Governance Characteristics. Participation Rule of law Transparency Responsiveness Consensus oriented Equity and inclusiveness Effectiveness and efficiency Accountability 			
PLANNING AND SCHEDULING	 Short- and Medium-Term Planning - Discover what it takes to plan iterations and releases. Dynamic Planning - Explore the distinction between <i>having a plan</i> and <i>planning</i>. Realistic Schedules - Learn how to adjust schedules based on knowledge gained during a project. Transparency - Work with tools to make plans and schedules visible to stakeholders. 			
ETHICS IN THE WORKPLACE	 Heighten the professional ethical standards of all employees. Integrate ethical reasoning with other work behaviors. Enhance employee commitment to developing a code of ethics Steps in Making Ethical Decisions Ethical Choices How Personal Ethics are Formed Consequences of Unethical Behavior Rewards of Ethical Behavior Challenging Professional Ethics A Code of Ethical Standards 			

OFFICE MANAGE- MENT	 Appreciate the strategic importance of defining and understanding your crucial role as an office manager Discover the key to a robust and effective organisation Describe how to effectively manage the dynamics of change Recognise how to take on extra responsibility while staying in control Understand effective negotiation and influencing skills and how to best apply them in your role Learn how to get the outcome you desire through effective win/win communication skills Appreciate how to cram 24 hours into a morning – learn dynamic time management tools Gain insights into managing difficult people, situations and stress ina calm and effective manner Learn to foster a productive, efficient and positive office environment 			
	TECHNICAL AND OPERATIONAL MODULES			
WORKING IN AN EX- ECUTIVE OFFICE	 Productivity and Administrators' evolving role Planning and improving work processes Identifying improvement opportunities Assessing work flow and analyzing processes Initiating and leading improvement efforts Recognition of achievements Overcoming resistance to change and gaining commitment from superiors Anticipating your superiors needs Establishing, trust, credibility and authority to strengthen your relationship with management Partnering with other office professionals Leading when you are not in a position of authority; straight forward approaches to gain support of key people 			
	DAY 2			
WRITING SKILLS	 defining audience needs and organizing information accordingly structuring technical information for maximum impact presenting information to facilitate decision-making choosing the correct format for institutional correspondence conveying ideas for maximum clarity correcting punctuation and mechanics errors effective minute taking using user-friendly formats Increase confidence and fluency in speaking Improve accuracy to enable clear communication of ideas Develop understanding of grammar Interact in a multi-cultural environment 			

BUILDING RELA- TIONSHIPS	 √ Strengthen your working relationships to get optimal results: Identify your problem solving thinking style, and know how to flex your style and transfer this knowledge to increase the effectiveness of working relationships. Gain powerful insights into your values and beliefs, and the importance and implications of your personal values when working with others. √ Positively transform your communication with others: Recognize when and why personal assumptions create barriers to collaboration. Recognize different defense mechanisms and know how to remove the barriers to trust using skilful dialogic conversations. Listen effectively to aid clarity and avoid misunderstandings. Give and receive constructive developmental feedback.
PUBLIC RELATIONS	 define the role of public relations distinguish between the different disciplines of PR: Internal Communications, Public Affairs, Crisis/Issues and Reputation management identify different stakeholder groups and publics and assess how to reach them design a basic PR plan, incorporating measurement and evaluation discuss the role of ethics in PR use different social media platforms for different audiences undertake effective media relations and successfully build relationships with journalists write for the media – what's a story, what makes a story a newsworthy item, press release structure, writing for both offline and online mediums
MEETINGS MANAGE- MENT	 Learn to plan & prepare for meetings Identify the correct participants Gain insight into choosing the right time & place based on meeting type, attendees & necessary outcomes Master creating clear & concise meeting agendas Learn how to set up meeting spaces for maximum efficiency Learn how to incorporate electronic options for remote participants Understand how to define & assign meeting roles & responsibilities

PRESENTATION AND COMMUNICATION SKILLS	 Create powerful public speaking capacity and effective presentation skills are learnt. Phobias and fears are analysed ad overcome Speakers learn how to "connect" with their audience Body language, animation, posture and eye contact are analysed and correct techniques learnt. Confidence, self-esteem, Flexibility and spontaneity are enhanced Performing under pressure is practiced Creativity is encouraged and teamwork is displayed Gender and cultural differences are explored Skills of perception and observation are enhanced Self sell techniques are explored Logic and sequencing of thoughts is developed and encouraged The importance of eye contact and gestures when speaking Projection techniques are applied and vocal techniques are enforced Personal limits and boundaries are stretched Communication processes are expored Leadership skills are developed and assertiveness skills are implemented Independent decision making ability and professionalism is enhanced
	DAY 3
INFORMATION MAN- AGEMENT	 Understand how to creating the right information that is reliable, of the right quality and quantity How to create information in appropriate formats Analysis of different audiences for different information Define the purposes for which your information can be used Reviewing the system of locating and accessing information Identify the most appropriate and cost-effective means of storing information Ensuring Appropriate Email Use Identifying and managing emails as records Creating Reliable Records
EFFECTIVE TIME MANAGEMENT	 Create a master list of goals and activities that are competing for one's time and attention Learn how individual behavioral styles influence the way one manages time Understand how to distinguish important and urgent issues using a matrix Develop a strategy for aligning daily activities to support job description and performance contract Explore best practice processes for leveraging time to achieve goals Learn effective techniques to overcome the main time bandits that divert their time and attention away from pursuing most important goals (<i>including how to deal with the burden of email, how to cope with interruptions, how to say no to low priority requests, how to deal with procrastination, how to delegate low priority tasks, and much more</i>) Develop a strategy for making meetings more efficient and productive (logistical & coordinating responsibilities before, during and after the meeting)

CUSTOMER SERVICE	 Understand what customer service means in relation to internal & external customers Recognise how one's attitude affects service standards Master ways to develop & maintain a positive, customer focused, attitude Develop needs analysis techniques to better address customer needs Learn outstanding customer service techniques to generate return business Learn techniques for developing good will through in-person customer service Learn take away techniques for service excellence over the phone Gain insight to connecting with customers online Master techniques for dealing with difficult customers Acquire tools for recovering difficult customers Understand when to escalate 			
	INTER AND INTRAPERSONAL MODULES			
EMOTIONAL INTELLI- GENCE	Define Emotional Intelligence Learn the four core skills required for emotional intelligence Understand associated verbal and nonverbal communication Be able to explain the Social Management & Responsibility implications Master tools to regulate and gain control of ones own emotions Use the concepts and techniques in the workplace			
	DAY 4			
WRITING SKILLS	 defining audience needs and organizing information accordingly structuring technical information for maximum impact presenting information to facilitate decision-making choosing the correct format for institutional correspondence conveying ideas for maximum clarity correcting punctuation and mechanics errors effective minute taking using user-friendly formats Increase confidence and fluency in speaking Improve accuracy to enable clear communication of ideas Develop understanding of grammar Interact in a multi-cultural environment 			

CONFLICT MANAGE- MENT	 Define conflict. Explain the escalation of disagreement into conflict. Recognize the five styles of conflict resolution and the benefits and pitfalls of each style. Understand your preferred style of conflict resolution. Apply techniques to managing emotions during conflict. Discuss the effect that power has on conflict resolution.
DEALING WITH DIFFI- CULT CLIETS AND SITUATIONS	 Determining your interpersonal strengths and weaknesses: how you work with people Establishing rapport: making others feel valued Building relationships in a multicultural workforce Crossing the divide: working effectively with other departments Overcome negativity in the workplace – and stop it from spreading Understanding how your behaviors and attitudes impact others Strategies for quickly defusing explosive situations Communicating inter-culturally in a globally representative institution Collaboration among different personality types Teamwork <i>between</i> teams: organizational productivity Everyday activities to turn diversity into compatibility and collaboration
NEGOTIATION SKILLS	 Demonstrating understanding of the negotiation process. Preparing and planning a negotiating mandate. Conducting negotiations to advance workers` interests. Reaching settlement that advances workers` interests
PROJECT MANAGE- MENT AND RISK MANAGEMENT	 how to structure the management and people involved to ensure a good understanding of roles and responsibilities, and how to provide for a good communication between the management structures (even the smallest of projects need a management structure) how to divide up the outcomes into parts, and how to structure the work into manageable units for planning and scheduling how to ensure quality of the deliverables produced during the project, and how to store and manage these deliverables how to deal with change during the project, so that change does not break the project how to deal with risk and to manage risk appropriately how to band over the deliverables at the end of the project, and to move these into an operational environment how to understand, document, and to review the business case and the benefits to be accrued as a result of the project

	DAY 5
FUNDAMENTALS OF PROTOCOL	 What Is Protocol and Etiquette Order of Seniority for Official Functions Understanding sitting arrangements Symbols of the flags of sovereign states How to arrange for signing ceremonies How to Address Various Office Bearers in Speech, in Letter Writing and when with Spouses (Heads of State, Heads of Government, Diplomats, e.t.c) Acceptable Conduct when Facilitating Introductions Seating arrangements for host team and guests International Cultural Etiquette

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REGISTRATION FORM

Delegate Information	
1. Prof/ Dr/ Mr/ Mrs/ Miss	
Position:	Telephone:
Email:	
2. Prof/ Dr/ Mr/ Mrs/ Miss	
Position:	Telephone:
Email:	
3. Prof/ Dr/ Mr/ Mrs/ Miss	
Position:	Telephone:
Email:	
4. Prof/ Dr/ Mr/ Mrs/ Miss	
Position:	Telephone:
Email:	

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Event Option : 1

5 days summit = USD 3,550.00 per delegate include 6 nights bed & breakfast, round trip airport transfer, tour to the Nelson Mandela House in Soweto, lunch, conference documentation and limited refreshments.

Events options : 2

5 days summit = USD 2,400.00 include lunch, conference documentation and limited refreshments

REGISTRATION FEES STRUCTURE

Authorizing Signature:

Prof/ Dr/ Mr/ Mrs/ Miss	`Organization:
Signature:	Telephone:
Position	
Physical Address	
Postal Address:	
VAT No:	

Payment Options:

Bank Transfer : First National Bank ; Constantia Kloof Branch, Code 250655; Acc. no. 62283359571; Swift Code: FIRNZAJJ

\Box Credit card	\Box Master card	□Visa	\Box Diners club \Box AMEX	
Card no :			Expiry Date D /D	
Cardholder's r	name:		Signature :	
ID Number :			$\Box \Box \qquad CV No. \Box \Box \Box$	
Authorization	code :		Date :	U
				HUNDFOLD GLOBAL

TERMS & CONDITIONS
Payment Terms:
Event Changes:
Delegate Cancellations:
Bookings including accommodation are subject to the contract between Hundfold Global and the Hotel concerned.
TO REGISTER: t: +27 11 794 2151 e: info@hundfold.co.za w: www.hundfold.com