

Advanced Office Management with Report Writing and Microsoft Office

SKILLS FOR BUSINESS ETIQUETTE



Zamba Training Solutions (Pty) Ltd

**27-29 March 2019 at Apollo Hotel
Randburg, Johannesburg, South Africa.**

Attendees:

Senior and middle managers, Supervisor, PA's, Secretaries and administrative personnel and Employees who regularly have to write reports and take minutes

PART 1 – REPORT WRITING SKILLS

ABOUT THIS SECTION

This Programme is aimed at people who are required to provide reports on work activities and maintain the relevance and integrity of these reports in any work environment

- **Understanding the concept of report writing**
- **Planning a report**
- **Structuring a report**
- **Collecting and analysing information for writing**
- **Presenting a report**
- **Follow up and management of a report**

PART 1 OUTCOME

On completion of this section, the participants should be able to effectively write reports for organisational purposes. Participants will be assessed on the following specific outcomes

1. Gather information on reports
2. Write Reports
3. Maintain reports
4. Distribute and follow – up on reports

BY THE END OF THIS SECTION YOU WILL LEARN HOW:

- To learn the value of good written communication.
- To learn how to write and proofread your work so it is clear, concise, complete, and correct.
- Revisit the rules of good grammar and clear communication.
- Improve sentence construction and paragraph development.
- Develop effective business letters for tough situations.
- Discuss e-mail etiquette.
- Develop an appropriate writing style and format for your letters, business cases and reports.
- Learners will be able to draw up an agenda and produce professional, concise and accurate minutes for formal
 - and informal meetings
- The learner will be aware of the various types of minutes
- They will understand that the important criteria for effective meetings should be to encourage effective communication and understand the importance of their role in that process
- Demonstrate an understanding of the rules of grammar, tenses most frequently used in business grammar, vocabulary and punctuation rules.

Training Outline

Day

1

SECTION 1: THE ART OF REPORT WRITING

Introduction to the art of report writing

- What makes a good report
- Different types of reports
- Planning your report
- Working with the attitudes towards report writing

Planning your report

- Defining the reports purpose or aim
- Asking the right questions
- Developing report objectives

Collecting and analysing information

- Factors to consider when collecting information
- Logically organising information
- Analysing and segmenting collected information

Structuring your report

- Creating the basic report structure
- Designing a report that will deal with the reader
- Dividing Material
- Understating the readers aim
- Expressing yourself through good structure

Writing the report

- The psychology of persuasion
- The style and mechanics of plain English
- Phrasing and sentences

Presentation and follow up

- First impressions!!!
- Layout
- Appendices
- Using Charts
- Section Evaluation

Day 2 Section 1 - Defining the Role of the Office Manager

Understanding the core components of the office manager role:

- Functions*
- Roles*
- Responsibilities*
- Clarifying expectations*
- Four dimensions exercise*

Logistics - The Art of Effective Planning and Organising:

- How to plan – a step by step framework for success*
- The importance of robust project management skills*
- Avoiding the common logistical traps*
- Documentation control – ensuring you have the facts at your fingertips*
- Organising and structuring processes and procedures*
- Problem solving and decision making*

Budgeting - Understanding and Controlling the Finances:

- Understanding core financial terminology*
- How to write and understand a budget*
- The most effective way to control a budget*

- *Allocating resources in a cost effective way*
- *How to defend your budget from attack*

Essential Negotiation Skills - Doing Win/Win Deals

- *The critical importance of robust negotiation skills*
- *Understanding your counterpart*
- *Learn your strengths and play to them*
- *Tactics and counter tactics – a best practice approach*
- *Why win/win is the ultimate in goal negotiation*

Effective Communication - Written and Spoken:

- *How to get your message across firmly and fairly*
- *Practical ways to get your voice heard in any scenario*

Best practice communication model:

- *Structured Email communication*
- *Meetings*
- *1 to 1 scenarios*
- *Effective business writing*
- *Writing instructions and process guides*
- *Getting your hands on the information you need*



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Day 3 Microsoft Office

Unit 1: Managing workbooks and worksheets

- Topic A: Viewing large worksheets
- Topic B: Printing large worksheets
- Topic C: Working with multiple worksheets
- Topic D: Linking worksheets with 3-D formulas
- Topic E: Using multiple workbooks
- Topic F: Linking workbooks

Unit 2: Advanced formatting

- Topic A: Using special number formats
- Topic B: Working with themes
- Topic C: Other advanced formatting

Unit 3: Outlining and subtotals

- Topic A: Outlining and consolidating data
- Topic B: Creating subtotals

Unit 4: Cell and range names

- Topic A: Creating and using names
- Topic B: Managing names

Unit 5: Data structure and tables

- Topic A: Sorting and filtering data
- Topic B: Working with tables

Unit 6: Web and sharing features

- Topic A: Saving workbooks as Web pages
- Topic B: Using hyperlinks

Unit 7: Documenting and auditing

- Topic A: Auditing features
- Topic B: Comments in cells and workbooks
- Topic C: Protection
- Topic D: Workgroup collaboration

Unit 8: Application settings and templates

- Topic A: Application settings
- Topic B: Working with templates

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R10,999.00

Registration form

Email your signed form to
ngoza@zambats.co.za/info@zambats.c
o.za

1. Refreshments
2. Full Lunch/Morning and afternoon Teabreaks
3. Presentations by Industry expert(facilitator)
4. Workshop manual/notes
5. Wi-fi internetconnection
6. Parking

27th- 29th March, 2019

Apollo Hotel Randburg, Johannesburg-South Africa

(Approving Official) Mr/Mrs/Ms

FullNames: _____

Companyname: _____

DirectTelNo: _____ E-
mail: _____ Fax: _____

VATNo: _____

Address: _____

Signature _____ *(This booking is not valid without asignature)*

*FILL IN DELEGATES PARTICULARS IN THE SPACE PROVIDED RIGHT BELOW AND SEND IT BACK TO US FOR
REGISTRATION CONFIRMATION*

Delegate1: _____

Position: _____ E-
Mail: _____ Cell:# _____

Delegate2: _____

Position: _____ E-
Mail: _____ Cell:# _____

Delegate3: _____

Position: _____ E-
Mail: _____ Cell:# _____

Delegate4:

Position: _____ E-
Mail: _____ Cell: # _____

Delegate5:

Position: _____ E-Mail: _____ Cell: # _____

For more Info contact Ngoza

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Email: ngoza@zambats.co.za

Cancellations – The client hereby agrees that once the registration form is completed and received by our office, Zamba Training Solutions Pty Ltd will not mitigate its losses for any less than 50% of the total contract value. No cancellations will be accepted after the booking has been received, confirmed. To be accepted, cancellations must be addressed and advised to Zamba Training Solutions Pty Ltd by e-mail or fax. Delegate substitutions are welcome at any time although cash alternatives will not be offered. Zamba Training Solutions Pty Ltd will not be responsible for covering Hotel, Airfares, or any other costs Incurred by the participants under any circumstances. In the unlikely event that Zamba Training Solutions Pty Ltd cancels the conference/course, it will retain the right to transfer this booking to another Conference/Course to be held in the preceding six months, or a credit of an equal amount to another conference/course of like discipline within six months. Indemnity – Under circumstances beyond the control of Zamba Training Solutions Pty Ltd, changes may be made to the Venue, Speakers, or the Conference/course cancelled due to any act of terrorism, Industrial action or extreme weather conditions, Zamba Training Solutions Pty Ltd shall try to reschedule the event but the client hereby indemnifies and holds Zamba Training Solutions Pty Ltd not culpable from any and all costs, damages and expenses, including attorney fees, which may be incurred by the client. Training Management Services will not be responsible for covering Hotel, Airfares, or any other costs incurred by the participants under any circumstances. In the unlikely event that Zamba Training Solutions Pty Ltd Services cancels the conference/course, Zamba Training Solutions Pty Ltd retains the right to transfer this booking to another Conference/course to be held in the preceding six months, or a credit of an equal amount to another conference/course of like discipline within six months

PAYMENT DETAILS

Banking Details

**Bank name: First National Bank (FNB) Bank Account
Number: 62679542160 Branch Code: 254605 Branch
Name: SANDTON CITY
Swift Code: FIRZAJJ**

Please note that payment is required in full before the workshop date