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OFFICE PROFESSIONALS AND MANAGERS WORKSHOP

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2019 Office Professionals and Managers Workshop is designed to give delegates a better understanding of the 'people skills' and 'individual skills' which are needed in a business environment and which can help them develop their existing competencies into superior skills. This conference focuses on:

- The 'HOW?' - using critical skills and behavior to develop personal competencies
- The 'WHAT?' - developing task competencies needed to achieve successful process delivery
- Building on your existing personal knowledge and skills-set
- Giving you a better understanding of how you and your colleagues might work together more effectively in any office environment
- The production of a follow-up action plan which can help you implement new skills back at work

Objective: Attendance on this unique 3-day Workshop will enable delegates to:

- Identify, develop and improve key competencies necessary for superior performance
- Improve creative thinking, problem solving and decision making skills
- Develop reading skills and note-making effectiveness
- Learn to use and apply simple memory systems
- Be better able to understand personality and behavioral characteristics in order to achieve what they want from other people
- Develop a plan and approach for self-development

Training Methodology: In this 2019 Office Professionals and Managers Workshop, we use a combination of formal presentations, group and individual exercises, psychological and work inventories, case studies, role-plays and discussions. Inter-group discussions to share working experiences are also an important ingredient. Skills are introduced and then revisited at regular intervals throughout this conference. This helps reinforce and embed skills and performance. The highly experienced instructors are also available for one-to-one discussions with delegates on issues or problems they may wish to raise.

Who Should Attend:

- Anyone involved in the operational supervision of an office environment
- Secretaries and Administrative Support Personnel needing to develop superior performance in their working environment
- Senior Personal Assistants
- Office Managers

Pretoria	27 February - 1 March 2019
Durban	27-29 March 2019
Cape Town	24-26 April 2019
Johannesburg	29-31 May 2019

Agenda

DAY 1

Effective Inter-Personal Communications

- Barriers and Their Solutions
- Body Language / Building Rapport
- Keys to Relationships
- Self-Image and Self-esteem
- Getting Your Point Across: Know What to Say and When to Say It
- Managing Feelings - managing other people
Listening and Questioning

Time Management, Planning & Problem Solving

- Results-Orientated Time Management
- Outcome Planning For Better Results
- Can anyone be Creative?
- Practical Approaches to Problem Solving
- Prioritization and Planning Periods
- Getting Things Done
- Identifying and Dealing with Time wasters

Your Personal Skills-set: Putting It All Together

- Your Role and Job in The Context of Any Organization
- Using Core Skills in The Real World
- Thinking and Working in Groups
- Better Meetings
- How to Change Habits of A Lifetime

DAY 3

Presentation Skills

- Telephone Skills
- Writing Skills
- Email Etiquette
- Presentation Skills
- Review of the Week

DAY 2

Competencies and Time Management

- Assessing Prior Skills and Knowledge
- Competencies Required for Excellence as An Office Professional
- Perceptions, Attitudes and Beliefs – *How they affect Performance?*
- Learning Styles / Thinking Styles – *Your Strengths and Weaknesses*
- Time Management Skills

Organising and Planning

- Goal Setting including Setting SMART Objectives
- Planning
- Mind Mapping
- Problem Solving and Decision Making

Communication Skills

- Understanding Assertive Communication
- Dealing with Conflict and Aggression
- Listening Skills
- Questioning skills
- Body Language and its Importance in Building
- Effective Relationships

Team Working

- Conflict Management and Resolution
- Dealing with Difficult People
- Managing Upwards
- Workplace Stress Management
- Working Effectively as Part of A Team

Organisational Impact

Organizations can expect delegates to:

- Better understand the skills and competencies required within current and future job roles
- Practice competencies that can contribute to achieving individual and business objectives
- Have an improved appreciation of other people's needs, perspectives and objectives and how they may support the achievements of others
- Better appreciate their own strengths and weaknesses and have a plan to develop themselves accordingly (especially in the areas of interpersonal communications skills, working in teams and providing first-class customer service)
- Have improved self confidence and an improved ability to think for themselves and to develop action plans
- Be better able to cope with and manage pressure, tensions and demands in the workplace



Conference Packages:

Executive Package: Training, One in a room, One hour Massage, Dinner

Premium Package: Training, 2 in a room, One hour Massage, Dinner

Light Package: Training & Dinner

8:00am Registration

9:00am Start

13:00Hrs Lunch & Refreshments

15:30Hrs Finish

IBU TRAINING (PTY) LTD is the leading organization specializing in the delivery of customized, research-based and inspiring training programs for financial institutions and governments in the World. The practical training programs offered by the institute assist clients to address real world challenges and position themselves for the future.

OFFICE PROFESSIONALS AND MANAGERS WORKSHOP



REGISTRATION DETAILS (PLEASE USE BLOCK LETTERS)

Company Name:

Name: Email:

Telephone:

Name:

Name:

Name:

Name:

Name:

AUTHORIZATION (AUTHORIZED BY)

Salutation: First Name: Last Name:

Designation: Designation:

Tel No: Mobile: Fax: Email:

Mailing Address:

City: Country: Zip Code:

MODE OF PAYMENT

Please Note: THIS CONTRACT IS NOT VALID WITHOUT A SIGNATURE

Registration Fee covers all learning materials, refreshments during break and lunch, parking fees but excludes accommodation unless stated.
Payment Methods: Please select the mode of payment by Ticking in the appropriate box:

Credit Card BankDeposit Electronic Transfer

BANKING DETAILS:
BANK: FIRST NATIONAL BANK (FNB)
ACCOUNT NAME: IBU TRAINING (PTY) LTD
ACCOUNT TYPE: CHEQUE

ACCOUNT NUMBER: 62711090499
BRANCH NAME: RANDBURG SQUARE
BRANCH CODE: 250-655
SWIFT CODES: FIRNZAJJ

Note – Registration and Attendance:

Registration forms with full details are required to enable IBU Training (Pty) Ltd to process quotations and invoice for payment. Payment shall be received upon submission of the completed registration form. Registration shall be reconfirmed only once payment has been made prior the course. No show of participant/s shall be charged in full amount accordingly. Cancellation of participant/s shall be submitted in writing to IBU Training (Pty) Ltd 30 days before the event.



Package Type:	Mark (x)
Executive Package (R15,999 Excluding VAT)	
Premium Package (R13,999 Excluding VAT)	
Light Package (R10,999 Excluding VAT)	

REGISTER NOW!!!

IBU TRAINING (pty) Ltd

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