



IBU TRAINING
Minds That Transform the Globe!



THE HIGHLY EFFECTIVE ADMINISTRATORS PROGRAMME

3 DAYS TRAINING

INTRODUCTION

WHY YOU SHOULD ATTEND THIS COURSE?

Executive PA's/secretaries make their jobs seem easy. They assist their managers and organize schedules with confidence and aplomb. They fully understand their boss's objectives while working closely and dynamically to support them. With remarkable communication skills, they are able to take on and handle projects on their boss's behalf. They are always professional, competent and in control. As an executive secretary, you already have excellent administrative and organizational skills.

This intensive 3 day executive PA's course will take you beyond the basic requirements of the average secretary and show you the value-adding skills senior managers appreciate in order to leverage the greatest advantage out of your executive PA/ secretary role.

REQUIREMENTS

This training course is particularly suitable for those whose position has developed into a PA's, Secretaries, Office Administrators and those already in role.

BENEFITS

WHAT SHOULD EXPECT TO LEARN?

- This intensive course will clarify the PA role for you, and equip you with the skills and attitudes to make a difference
- Clarifying the expanded role of an Executive Secretary and understanding the full scope of the areas you need to address
- Developing and working as a successful team with your manager, so that you are both more efficient and get more done
- How an effective PA contributes to their managers success through aligned objectives
- Managing office time- yours, your manager's and both together as a team
- Projecting a "Personal PR" image that reflects positively on your boss and department
- A Project Management Toolbox to help you set up and run small but complicated projects
- Events Management- the A-to-Z of organizing any event.
- Handling the additional stress you will expect to encounter as an Executive PA/ Secretary
- Understand the foundations of Protocol, Etiquette & Diplomacy

Venue:

Durban

Cape Town

Johannesburg

Dates:

17-19 July 2019

14-16 August 2019

18-20 September 2019



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DAY ONE

The Role of the Executive PA/Office Administrators today

- How the role has changed and why
- From suitable Secretary to powerful Executive Secretary
- The Executive Secretary as businessperson
- Knowing how your business works
- Understanding the contribution you can make
- You and your boss as a powerful team (the MeBoss Team)
- The steps to becoming a highly effective "Gatekeeper"
- Key steps in becoming an effective "Managee"

Harnessing the Power of Superior Public Relations Skills

- Understanding client service and client value (internal & external)
- Cultivating and projecting a professional image
- Listening and probing skills
- Dealing with difficult people
- Preventing misunderstandings and conflict
- Don't be the boss's worst PR nightmare

DAY TWO

Applying Proven Project Management Skills for Complex Tasks

- Breaking a task down into its components
- Preparing a mini project plan
- Making a budget and sticking to it
- Identifying the critical tasks that can make or break a project

Events Management: The A - to - Z of organizing any event

Day Two continued...

- Reviewing how to organize and host events
- Understanding your role and responsibilities
- Applying creativity to make your event memorable
- Discovering the various resources you can use to source venues and suppliers
- Tips for arranging travel and accommodation
- Drafting and promoting your event successfully
- Anticipating the needs and potential pitfalls on the day
- Preparing for the unexpected with back up plans
- Implementing your plan B's when things don't go according to plan
- Measuring and reporting on the success of the event

DAY THREE

Protocol, Etiquette and Diplomacy

- Basics of Protocol and Diplomacy
- Social Etiquette and Professionalism
- Telephone, Email and voicemail etiquette
- Business Lunch etiquette
- Business card etiquette
- Etiquette with the physically handicapped
- Official forms of address and titles
- International government systems
- National symbols and their significance

The Highly Effective Administrators Programme



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.
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.



(R15,999 Excluding VAT)

(VAT is calculated as 15% of the Total product cost)

Mark (x)

Register
NOW!



IBU TRAINING (PTY) LTD is an accredited training provider by SETA and listed with services SETA as an accredited training provider.

Accreditation Number is 12742

IBU TRAINING (pty) Ltd

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