



AFRICA SECRETARIAL SYMPOSIUM

The FUTURE of Office Administration in Africa

Johannesburg :7 - 10 December 2021 Apollo Hotel, **Pretoria**: 25 - 28 January 2022 Manhattan Hotel,

Durban: 22 - 25 February 2022 Blue Waters Hotel, **Gaborone**: 22 -25 March Avani Hotel- Botswana. **Johannesburg** : 26 - 29 April 2022

Apollo Hotel, **Pretoria**: 24 - 27 May 2022 Manhattan Hotel. **Windhoek**: 21-24 June Avani Hotel - Namibia



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TOPICS INCLUDES:

- ✓ The Future of Office Administration Introduction
- ✓ Evolution of the administrative assistant
- ✓ What to Expect in future: New Roles for Office Administration
- ✓ Enhancing your role as an Administrative Officer & knowing your Future Role
- ✓ Initiating beyond your call of duty – better than the best
- ✓ Interpreting Cultural Diversity in the Workplace
- ✓ Panel Discussion: The Future of the Office Professional: What You Need To Know
- ✓ Self-Succession and Planning for Senior-level Executive Assistants: Things to develop
 1. Self-management;
 2. Extrinsic or External Employee Motivation
 3. Be Tomorrow-Focused For Future Success
- ✓ Technology in the New Office Administration Era
 1. Advanced Executive Secretarial Technology Skills.
 2. An in-depth look and training on multiple Microsoft Office Products 2013 Suit
 3. Advanced Microsoft Word 2013 – Tips to Work Smarter
 4. Tablet/iPad for Secretaries and Office Administrators Business
- ✓ The High Class Global PA
 1. Executive Presence
 2. Demonstrating Your Worth & Selling Yourself
 3. 360-Degree Awareness
 4. Success and Engagement

Symposium Inspiration; Sir Isaac Pitman



The Management of Prestige-int Training were Inspired to come up with this symposium looking at the future of Office Administration in Africa by Sir Isaac Pitman who In 1870 Sir Isaac Pitman founded a school where students could qualify as shorthand writers to "professional and commercial men". Originally, this school

was only for male students. In the 1880s, with the invention of the typewriter, more women began to enter the field and during the upcoming years, especially since World War I, the role of secretary has been primarily associated with women. By the 1930s, fewer men were entering the

field of secretaries , This marked the Origin of an Occupation called SECRETARY. As Sir Isaac did we would like to uphold his dream and honor him by equipping office administrators with the skills they require for future administration roles. If you are a Office Administrator that is proud of his/her job and would like to know what you need to expect and how to prepare yourself to overcome the challenges this is a MUST attend Event this. If you decide to miss all events this year and decide only to attend one make sure it is the I Africa Secretary Symposium by Prestige-int Training

BE PART OF THE BIGGEST SECRETARIAL EVENT For Booking and More Information on the

Symposium

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The FUTURE of Office Administration in Africa

Symposium Overview

In the Office of the Future, office administrators will be in great demand if they can combine a sophisticated skill set encompassing technology, human resources and business processes, coupled with entrepreneurial flare. These are the findings revealed by Office Team, the administrative recruitment specialists with offices worldwide who carried out research into how the working world could change in the near future.

New technology will transform the workplace and with this transformation, the role of administrative professionals will continue to evolve. Following the changes in the role that began within the last 20 years as secretaries turned into administrative professionals, careers within this field will become increasingly complex and specialised. The research reveals that many positions will require sophisticated skill sets and experience in specific areas such as technology, human resources and business processes.

Key trends that administrative professionals can expect:

Entrepreneurial approach - Administrative professionals will take an increasingly entrepreneurial approach to their jobs and careers. Those most successful will possess knowledge of business management principles, technical aptitude, sophisticated interpersonal skills (or emotional intelligence) and an almost intuitive understanding of the needs of an Organisation. As more functions become automated, the importance of using interpersonal skills to anticipate needs, respond to concerns and provide a human touch that computers lack will be paramount.

New skill sets and responsibilities - To advance their careers, administrative professionals will pursue business-focused training that emphasizes negotiation, delegation, budgeting, supervision and planning skills. Other useful knowledge areas include library science, for Organising and storing text and data used by groups; desktop publishing, for the creation of newsletters, presentation materials and other corporate documents; and electronic communications, an emerging field concerned with ensuring the security and integrity of electronically transmitted information.

Specialised roles - The administrative professional will be a specialist rather than a generalist, with job descriptions focusing on the technical and managerial aspects of day-to-day business operations.

Demonstrated experience - Administrative professionals will need to demonstrate to potential employer's concrete evidence of specialised skills and abilities, such as technical expertise and industry experience. This Symposium is designed to train the office administrators on how to achieve the best traits needed to stand tall in the industry.

FACILITATOR

TANDIWE MATANDA

Accomplished Organizational Development professional, facilitator, assessor with strong background in group process and building organizational capacity. Expertise in helping leaders and boards build stronger, more effective teams. Valued for helping teams think strategically and engage in meaningful conversations that allow for reflection and inquiry that lead to change. Exceptional facilitator and trainer, skilled at designing interactive processes which gain buy-in and commitment to action plans. Achieve sustained success by identifying common ground and using consensus building. Resourceful problem-solver with a broad skill base and can also develop training materials for training programmes.

FACILITATION EXPERIENCE:

**NRF: Trained on Mentorship Program from various departments
Specialized Investigation Unit:**

**Trained employs on Microsoft Office
File and Records Management
Information Governance**

**Botswana Unified Revenue Service (BURS): Supply Chain Management
Botswana Unified Revenue Service (BURS): Administrators
University of Botswana: Administrators
Buffalo City Municipality: Trained delegates on End-User Computing (MS-Office)
Department of Social Development: Diversity Management, Intermediate Excel and Word
KZN Legislature: Advanced Word and Advanced Excel
Botswana International University of Science & Technology:**

**Emotional Intelligence
Customer Handling Practices.
BIUST: Conflict Management and Resolution
UNISA: Proofreading
University of Nelson Mandela: Protocol and Etiquette and Human Resource Management
DBSA: Proofreading, Advanced Ms-Word and Advanced Ms-Excel
Department of Public Service: Supply chain management
EDUCATION
BSc Honours: Information Systems and Computer Science
CISCO Certification
Accredited Facilitator and Moderator**



PRESTIGE

integrity

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DAY ONE

0800 - 0830

REGISTRATION & EARLY MORNING TEA

0830 - 0900

KEYNOTE OPENING ADDRESS

0900 - 1030

The Future of Office Administration Introduction

Ever since their occupation exploded in the early twentieth century, secretaries have been vital to the prosperity of organizations. Back then, the "secretary" was responsible primarily for keeping files organized, taking dictations, and conveying information from one individual to another with accuracy. As the decades went by, the title of "administrative assistant" became more prominent. Not that the term "secretary" is inherently derogatory as some may think. Derived from the Latin word "secretum", meaning to distinguish or set apart (which is also where we get the word "secret" among others), the title of secretary dates back to the Renaissance.

Evolution of the Administrative Assistant

New Approaches to Office Administration

- ❖ Principles and practice of office administration.
- ❖ Office administration and management

1030 - 1100

TEA/FRUIT BREAK

1100 - 1300

What to Expect in future: New Roles for Office Administration

As the world rotates around the sun so are the things changing. One of the occupation that is expected to change at a rampant speed is office Administration; We urge the Secretaries of today to prepare themselves for a secretary of tomorrow: **Some of the Roles will include.**

- ❖ **Resource Co-coordinator** - Virtual offices that employ numerous contract workers will rely heavily on individuals adept at bringing together the right human resources for a given project
- ❖ **Workflow Controller** - This individual will serve as mission control for an organisation. Whereas the resource coordinator will assemble project teams, the workflow controller will ensure these professionals have the support and resources required to do their jobs
- ❖ **Knowledge Manager** - In the more fluid and project-based office of the future, this central figure will serve as a repository of institutional information, history and best practices.
- ❖ **Telecommuting Liaison** - As the number of off-site workers increases, companies will designate a telecommuter liaison to connect remote workers with each other and management they will manage telecommuting schedules and providing technical support and updates to telecommuters regarding changes in operational procedures and company policies

1300 - 1400

LUNCH

1400 - 1500

Enhancing your role as an Administrative Officer & knowing your Future Role

- ❖ Reflecting on your skills, knowledge and competency
- ❖ Identifying ways on how you can expand and create opportunities in the organisation
- ❖ Enjoying what you do and staying employed
- ❖ Instilling a positive, creative and smarter working environment in the 'lean' and 'mean' organisation
- ❖ Looking beyond the responsibilities and challenges ahead of you

1500 - 1530

AFTERNOON TEA/FRUIT

Initiating beyond your call of duty – better than the best

Knowing and understanding your role as an Administrative Officer is important. However, it is also crucial for you to be creative, positive and focused in order to stay ahead in the Organisation. You are not only expected to work smart but also expected to understand the responsibilities and challenges ahead of you. What is your goal in the Organisation? Where do you stand now and where are you heading? What should you do to stay ahead? Are you dispensable in the organisation? How can you be an asset?

1530 - 1600

PLENARY SESSION& CLOSE OF DAY ONE

DAY TWO

0800 - 0830

REGISTRATION & EARLY MORNING TEA

0830 - 1000

Interpreting Cultural Diversity in the Workplace

- ❖ With everyone being a global citizen, is there still room for cultural diversity?
- ❖ Interpretation of diversity in the 21st century
- ❖ Office professionals – facilitators in a cultural diverse environment?
- ❖ Explore commonalities instead of differences
- ❖ People vs. stereotypes
- ❖ Be a champion for workplace diversity and reap the benefits

1000 - 1030

TEA/FRUIT BREAK

1030 - 1230

Panel Discussion: The Future of the Office Professional: What You Need To Know

- ❖ The Good, the Bad and the Victim
- ❖ Keep your Head, Heels and Standards High
- ❖ Technology - Moving Ahead
- ❖ Yes, you are a Project Manager

1200 - 1300

LUNCH

DAY 2 CONTINUED

1300 - 1500

Self-Succession and Planning for Senior-level Executive Assistants: Things to develop

It is a task for every Secretary, PA, Executive and Senior Secretary to develop a planning habit about their future and development of career as the industry becomes more complicated. To become a thriving, not just surviving, successful assistant, you must ask yourself: "How will I manage myself?" Remember, your career belongs to you. Is it healthy? Is it strong and thriving? Is it anemic or in need of urgent care to revive it?

Self-management; Learn how to

- ❖ Manage your emotions and thoughts & Use your passion and energy for work
- ❖ Manage yourself before you start managing others
- ❖ Exhibiting good boundaries

1500 - 1530

AFTERNOON TEA/FRUIT

Extrinsic or External Employee Motivation

- ❖ External factors that stimulate our internal motivation.

Be Tomorrow-Focused For Future Success

It is so easy to be focused on the daily "to do" activities. One fiscal cycle slides into another....suddenly the future has quickly become today! To truly become a World Class Assistant you must learn to anticipate the future TODAY. What is coming up on your leader's calendar? What new projects will need to be implemented to keep your organization competitive? How do you become more valuable to your executive by planning the next step and the three steps that follow? In this session of the program, you will learn to

- ❖ Develop front-brain thinking; be a visionary thinker.
- ❖ Seek opportunities and propose solutions.
- ❖ Identify and perfect approaches that guarantee future success.
- ❖ Ask the right questions to help you forecast future events, projects, and tasks.
- ❖ Project yourself—and your career—forward.
- ❖ Proactively road mapping

1530 - 1600

AFTERNOON TEA/FRUIT & CLOSE OF DAY TWO

DAY THREE

0800 - 0830

REGISTRATION & EARLY MORNING TEA

0830 - 1000

Technology in the New Office Administration Era

Advanced Executive Secretarial Technology Skills.

This sessions includes the new things that could help office Administrators in Windows 10

- ❖ Computer Appreciation
 - ✓ Operating system & Types of operating system.
 - ✓ Mode of operations.
 - ✓ External commands.

1000 – 1030

TEA/FRUIT BREAK

1030 – 1230

An in-depth look and training on multiple Microsoft Office Products 2013 Suit

- ❖ More with less: is it possible?
- ❖ The e-challenge of productivity today - best practice decision making for email management

Microsoft Training

Microsoft Outlook – More than Just Email

Microsoft Excel

Microsoft SharePoint – Share and Share Alike

Microsoft OneNote – Replacement of the Sticky Note?

Outlook is stocked with tips and tricks to help you work smarter. Get hands-on training to use time-saving tips on all the aspects of Outlook, including email, calendars, contacts, tasks and more.

- ❖ Use strategies to get out of the mess
- ❖ Stay organized with Outlook email tools
- ❖ Make calendars easy on the eyes
- ❖ Manage projects with tasks

1200 - 1300

LUNCH

1300 - 1500

Advanced Microsoft Word 2013 – Tips to Work Smarter

Learn how to use Word to its fullest potential and make the program a full-fledged assistant to you. In this session, you will discover dozens of general

- ❖ Microsoft shortcuts that simplify and automate tasks.
- ❖ Use Word styles
- ❖ Master documents
- ❖ Understand headers/footers/sections
- ❖ Use multi-author strategies

1500 - 1530

AFTERNOON TEA/FRUIT

DAY 3 CONTINUED

Tablet/iPad for Secretaries and Office Administrators Business

Tablets and iPads are now nearly ubiquitous in the corporate world. Learn how to maximize the use of a tablet for business purposes, how to sync it to your laptop or computer, and tips and tricks to work more effectively and efficiently with it.

- ❖ Learn shortcuts and tips and tricks in using an iPad/tablet
- ❖ Increase productivity in using business productivity apps such as Docs to Go, Evernote, Adobe Reader/Creator, Google Docs and Office 365
- ❖ Effectively manage cloud services, including SkyDrive, Dropbox,
- ❖ GoodReader, Google Drive, and iCloud
- ❖ Edit and deliver presentations using a tablet/iPad using Keynote, PowerPoint, PaperView and photo slideshow applications

1530 - 1600 **AFTERNOON TEA/FRUIT & CLOSE OF DAY THREE**

DAY FOUR

0800 - 0830 **REGISTRATION & EARLY MORNING TEA**

0830 - 1000 **The High Class Global PA Executive Presence**

What is executive presence and why should an administrative professional care? You will learn the answer to these questions when you attend the World Class Assistant program. When you create executive presence, you are taken more seriously in the workplace, your reputation carries more weight and your voice is more clearly heard. You become a welcome, visible presence commanding respect for your ideas and contributions. You will learn how to project gravitas and to exude the "wow" factors.

- ❖ Look the part.
- ❖ Exhibit executive presence through body language.
- ❖ Deliver information in "headlines."
- ❖ Identify your areas of weakness and develop a plan.
- ❖ Communicate with passion and energy.

1000 - 1030 **TEA/FRUIT BREAK**

1030 - 1230 **Demonstrating Your Worth & Selling Yourself**

Many people think a career-focused "performance brief" as something they either once did to obtain their current position or as an annual "ho-hum" requirements. The Career Portfolio is NOT about job hunting. It is a Professional Journal created to detail how You Inc. has capably and measurably demonstrated professional contributions to your organization and leader's overall successes.

- ❖ Learn how to establish your worth in the workplace.
- ❖ Discover new ways to promote your valuable skills and build alliances.
- ❖ Find out where and when to use a Career Portfolio.
- ❖ Brainstorm specific ways to build your own Career Portfolio in a hands-on exercise designed to spur creativity.
- ❖ Show your leader your proactive and creative capabilities!

1200 - 1300 **LUNCH**

1300 - 1500 **360-Degree Awareness**

Professionalism is a 360-degree awareness of the impact that your behavior, words and actions have on the people you support, as well as your overall effectiveness. Professionalism is accepting responsibility for your actions because it affects how others view your employer, your immediate supervisor and, ultimately, your performance. It's about ownership and integrity.

- ❖ Examine how you "fit" into the Big Picture.
- ❖ Look at the impact you have on your employers' and colleagues' success each and every day.
- ❖ Put your World Class Mastery into action by discussing the 360-degree ramifications in various business scenarios.
- ❖ Create action plans to address items for future change.
- ❖ Eliminate unnecessary focus and enhance 360-degree awareness.

1500 - 1530 **AFTERNOON TEA/FRUIT**

Success and Engagement

There is a proven correlation between how engaged you are in the office and the greater value your career will add to your personal life. "Engaged" means how genuinely you care about some aspect of your work. Almost without exception, highly successful Administrative Professionals are "present" in a way many others are not. They choose to actively participate in their lives, rather than sitting on the sidelines hoping that someday, someday, they'll stumble onto Success with a capital "S"

- ❖ Discover how to create a work culture of engagement.
- ❖ Learn the active participation steps to bring greater satisfaction to your life.
- ❖ Identify the payoffs for setting goals and being engaged at work.
- ❖ Tackle problems, processes and issues that hamper your effectiveness.
- ❖ Analyze your current career-cognition and determine career-care enhancements.

1530 - 1600 **END OF WORKSHOP AND CERTIFICATE PRESENTATION**