

Pretoria: 28 - 30 August 2024, Manhattan Hotel  
Pretoria: 25 - 27 September 2024, Manhattan Hotel  
Durban: 9 - 11 October 2024 - Pavillion Hotel  
Johannesburg: 6 - 8 November - Apollo Hotel



## ADVANCED OFFICE MANAGEMENT & EFFECTIVE ADMINISTRATION SKILLS

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### FACILITATOR

#### RONEL COETSER

### COURSE OVERVIEW

#### Training Methodology

The programme will be interactive and practical; with learning methods to suit every kind of learning preference. There will be activities in groups and pairs as well as individual exercises and everyone will get an opportunity to discuss their work challenges in a supportive environment. There will also be opportunity to practice assertive communication skills through role play and to present a presentation towards the end of the week.

#### Personal Impact

- Substantial increase in motivation and confidence
- In-depth understanding of the principles and practices of successful office managers
- More calm and satisfying work life through stress management and self-awareness
- Greater self-respect and communication impact through learning to speak assertively
- Overcoming fear of public speaking and creating an effective presentation
- Knowing how to get organised and stay on top of your tasks and time.

#### Organisational Impact

- More proactive confident team players
- Increased creativity and productivity
- More motivated customer focused staff
- Reduced absenteeism and illness through reduced stress levels
- Greater harmony through increased self-awareness and interpersonal skills
- More productive meetings and better time management

Ronel has a solid background as both educator and business person. She has worked in the private sector as well as consultant to Government and municipalities.

As a developer of training programs for the private sector she has wide experience on the fundamental need of good customer service and service delivery.

Ronel has owned and successfully managed her own businesses for the last twenty-five years and it is that experience combined with our excellent training material that will make this an unforgettable learning experience for you!

#### WHO SHOULD ATTEND THIS COURSE?

- Office Managers
- Team leaders
- Administrators
- Supervisors
- Secretaries
- Support Staff
- PA's

To excel as an Office Manager, Administrator or Secretary you need to perfect your interpersonal and behavioural skills, to ensure you stay in control and on top of every one of your responsibilities.



# ADVANCED OFFICE MANAGEMENT & EFFECTIVE ADMINISTRATION SKILLS

08:00 Registration  
11:00 Session Two  
14:30 Tea/Coffee Break

09:00 Start of Session One  
12:30 Lunch  
15:00 Session Four

10:30 Tea/Coffee Break  
13:30 Start of Session Three  
16:30 Close of Workshop

## HARD-HITTING COURSE OUTLINE

### Taking Control of your Work Life

- •Introductions – Getting to know each other
- Understanding and clarifying purpose, vision and mission
- External and internal customer service
- The secret to working smarter rather than harder
- Using high leverage activities to achieve more in less time
- Controlling, prioritising and organising your work
- Making a long term plan to create the best office in the company!
- Streamlining your office systems
- Getting your paperwork under control
- Making your office user friendly and efficient

### Essential Administrative Skills

- •Harnessing the power of the mind – through Mind Mapping Techniques
- Right brain/left brain theory
- Managing larger projects to meet deadlines
- Planning skills – using a Gannt chart to chart work progress
- Problem solving techniques
- Becoming more proactive
- Decision Making tools
- Managing meetings effectively
- Keeping minutes of a meetings
- Working with more than one manager

### Vital Communication Skills

- •Common communication mistakes
- Different styles of communication
- Communicating with Confidence
- Learning to be more assertive
- Win-win conflict resolution
- The most effective way to say no
- Understanding and using body language
- Understanding gender differences in communication
- Overcome biases and discomfort associated with exercising power
- Understanding different personality types and how to deal with them
- How to create an effective working relationship with any kind of boss

### Developing as a professional

- •Listening skills – seeking to understand before being understood
- The number one reason we don't listen well
- Creating a professional image
- Leadership skills
- Knowing and accepting yourself as a leader
- Making things happen from anywhere in the organization
- How to make presentations with confidence and power
- Overcoming the fear of public speaking
- Learn the essentials of planning a presentation
- How to hold the attention of a group
- Painless methods for giving corrective feedback
- Best practices for delivering positive feedback

### Self-Empowerment and Self-Management

- •Understanding the main causes of stress
- How to build self-confidence and strength the ability to respond to difficult situations
- How to relax and refresh the mind and body
- The signs, symptoms, causes and triggers to stress
- Why stress is a powerful messenger
- How to break the vicious cycle of stressful thinking
- The essential skills of emotional intelligence
- Using emotional intelligence at work
- Transforming fear and negativity and reactive-ness
- Becoming a more proactive, responsible and self-aware person
- Continuing Professional Development – where to go from here

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