

Advances in Office Administration



25th-30th August 2014 @ Zambezi Inn Victoria Falls, Livingstone, Zambia

8th-13th September 2014 @ Grand Palm, Gaborone, Botswana

16th -21st September 2014 @ the Park inn Sandton, Johannesburg, RSA

22nd -26th September 2014 @ the Premier Inn, London Euston, 1Duke Road,London,WC1H 9PJ

29th September -4th October 2014 at the Sheraton Miami airport, Florida, USA

6th-11th October at the Hilton Time Square, 234 W 42nd street, NY10036, New York, USA

27th October -1st November 2014 @ the Crowne Plaza, Canberra, Australia

10th-15th November @ the Sheraton Deira, Dubaihotel, UAE

Easy ways to register or make an enquiry

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Advances in Office Administration

Benefits Include

Ability to Cope with Greater responsibility by addressing the organisational challenges.
Exposure to international platforms and networking globally.
Interactive sessions & role playing.

Who Should Attend?

Past attendees of the Symposium for Executive Secretaries and PA's
Senior Secretaries and PA's
Senior Administrators
Organisation Reps

DAY ONE

08:00 Registration and Morning Coffee

ORGANISATION AND METHODS (O & M):

Definition:

The process of examining how an office works, and suggesting how it can be made more efficient

Benefits of O & M The systematic examination of activities in order to improve the effective use of human and other material resources

Order of Duties and Practices

Systematic Approach: the use of SREDIM

S - Select the area/process that requires attention,
R - Record the current situation,
E - Examine and analyse the existing situation,
D - Develop, design and evaluate alternative solutions,
I - Implement the chosen solution,
M - Maintain and monitor the implemented solution

Organisational Structures

- Spans of Control
- Types of structures:
 1. Horizontal,
 2. Vertical,
 3. hierarchical,
 4. Centralised
 5. Decentralised

Advice on General Organisation Matters Management and Control

Ensuring that events occur in conformity with plans

- Planning
- Staffing
- Programming
- Monitoring

Monitoring and Measuring Comparative Efficiency The Flow of Information

- Horizontal Flow
- Vertical Flow

Order of Precedent

DAY TWO

A GUIDE FOR ADMINISTRATIVE PROFESSIONALS

- Productivity and Administrators' evolving role
- Planning and improving work processes
- Identifying improvement opportunities
- Assessing work flow and analysing processes
- Initiating and leading improvement efforts
- Recognition of achievements
- Overcoming resistance to change and gaining commitment from superiors
- Anticipating your superiors needs
- Establishing, trust, credibility and authority to strengthen your relationship with management
- Partnering with other office professionals
- Leading when you are not in a position of authority; Straight forward approaches to gain support of key people

•The Evolving role of the office administrator

- Incorporation of personal and professional growth at work
- Devising long and short term strategies Risks
- Definition of Risks
- Disaster recovery - Disaster review

•Planning and Scheduling

- How to stay one step ahead — you'll get things done
- Before you're asked and avoid stressful "crisis" situations
 - Planning particulars: who, what, when, where, and how of indispensable work plans. Step by easy step, we'll show you how!
- Identifying and clarifying your priorities: Know what to do when dozens of people and tasks demand your attention
- Merging your priorities with your manager's: Travel on the same track, and get more done!

Decision-Making and Problem-Solving

- Should you "take the initiative"? When to bring A decision to your boss and when to handle it yourself
- A good decision now is better than a great decision later! Find out how to attack "decision fear" in yourself and others
- Get to the bottom of any problem: a step-by-step technique to "decipher" baffling dilemmas (even Complicated, long-standing problems)!
- When you can't solve a problem alone: a 6-point procedure for successful group problem-solving

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DAY THREE

INTERNATIONAL RELATIONS

(IR) and Code of Behaviour

What is International Relations?

Why the importance what is Diplomacy?

Basics of Diplomacy

The use of National Symbols of Different Countries

Precedence or Seniority Official forms of Address and Titles

Collective Etiquette Working in an Executive Office

Professional English Language

Telephone language

Polite intonation

Telephone language

Message taking

Asking for clarification/ repetition

Language for Meetings

Expressing opinions

Language of agreement

Language of disagreement

Asking for opinions

Polite interruptions

Language of Negotiations

Diplomatic language

Organising ideas

Importance of tone

Language of debates

Effective proposing

Business Correspondence Skills

E-mail etiquette

Faxes

Memos

Notices

Formal letter

Pronunciation Skills

Sound awareness

Word and sentence stress

Effective intonation

Voice speed and pitch

Commonly mispronounced words

Voice Management Tools

- **Report and Proposal Writing**
- Selecting appropriate grammar
- Selecting appropriate lexis
- Choosing your layout Readability Proof reading and redrafting
- **Voice Management Tools**

DAY FOUR

PUBLIC RELATIONS

What is Public Relations?

How can Public Relations fit with the business strategy?

Actually doing the Work

What is newsworthy?

Finding out news from your organisation

Sourcing PR information

Thriving Marketing and PR Strategies

Using pictures efficiently

- Choosing and using a PR agency

Market research for PR use

Tact and Judgement

Relating to the media

- Getting the interview

Planning and running a PR campaign that really is true and edgy

Understand how journalists work and what they need from you

Produce Press releases that work-

Writing a press release – Do's and Don'ts.

Getting the attention of the Press

How to create a public relations plan that adds value to your business

Feature-tracking – getting your company quoted in

Regular magazine and on-line journal features

Handling PR Crises

- The rules for handling a PR crisis
- Successful one-to-one press interviews
- Productively utilize Radio and TV opportunities
- The Internet as a PR and Web Marketing tool
- Get the media recognition for your organization

Practical PR

Media Training –

Session with journalist . How to get your message across; what to do; what to avoid; tricks by journalists and how to counteract them

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Reviewing the results –

How do you know it is working?
In depth press release writing – advanced session.
Includes:
identifying news angles,
spotting dangerous avenues,
interviewing customers and your own staff,
time to practise writing on your own

DAY FIVE

PROJECT MANAGEMENT WORKSHOP

Basics of Project Management

- Definition of a Project
- Introduction to the key elements of a project
- Phases of a typical project
- Characteristics of a successful project
- Effective project teams
- Importance of deadlines

Initialising a Successful Project

- Identification of project goals and objectives
- Defining the required deliverables
- Conducting a “project scoping exercise”
- Identifying and analysing the risks
- Working out the constraints and dependencies
- Deciding on a strategy for running a project
- Gaining agreement on levels of authority

Preparation- Surviving the project planning stage

- The contents of a project plan
- Steps to develop a plan
- Developing a time schedule
- Identifying milestones
- Setting up a successful administrative system
- Identifying your project's critical path
- Setting and agreeing on project budgets

Structuring the team- organising roles and responsibilities

- Selecting the structure to organise the project
- Roles and responsibilities
- Clarify in reporting authority lines
- Allocation of tasks and activities
- Getting commitment from team members
- Identification and managing other stakeholders on the project

Leading the Front- Skills for managing a diverse project team

- Management styles for project leaders
- Taking advantage of strengths and weaknesses
- Delegation without losing control
- Effective communication
- Dealing with conflicts within the team

Being on Top Of Things-monitoring and controlling the Project

- Importance of controls
- Using a time schedule and modifying it for the unexpected
- Identification of key areas to monitor
- Monitoring critical paths
- Tracking time resources and costs against the plan
- The use and benefits of project scheduling software

Covering the Bases- Identifying key project issues and risk planning

- Introduction to project risk management
- Identifying, assessing and managing key risks in your project
- Setting up contingency plans
- Other issues that often arise in managing a project

Disaster Management on a Project

- Dealing with changes in scope during the project
- Dealing with the unexpected
- Calling on additional resources to help
- Enhancing the decision making process
- Conclusion and finalising the project
- Wrapping up the details
- Conducting the hand over and outstanding issues
- Preparation of the project report
- Comparisons between achievements and objectives

End of Workshop

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Nature of Business: _____ Company Size 0 - 50 51 - 100 > 101 > 250 > 500+

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Delegate Name: _____ Designation _____ Email _____

Delegate Name: _____ Designation _____ Email _____

Delegate Name: _____ Designation _____ Email _____

CONFERENCE OPTIONS:

- ☐ 1. South Africa- July
- ☐ 2. United Kingdom
- ☐ 3. Zambia Victoria Falls
- ☐ 4. United States ☐ Miami ☐ New York
- ☐ 5. South Africa-September
- ☐ 6. Gaborone Botswana
- ☐ 7. Dubai, UAE

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DELEGATE FEE (Vat inclusive)

Conference & Workshop Fees (5 Days)

London, New York & Australia \$ 3 200.00

Rest of the Venues \$ 2 400.00

Accommodation per Night

London, New York & Australia \$ 200.00

Other Venues \$ 100.00

Authorisation

On behalf of the organisation

Surname _____ Mr/Mrs/Ms

First name _____

Position Department _____

Signature Date _____

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