

Advanced Executive Assistants and PA's including Protocol & Diplomacy

25th -30th August 2014 @ Zambezi Inn Victoria Falls, Livingstone, Zambia | 8th -13th September 2014 @ Grand Palm, Gaborone, Botswana

15th-21st September 2014 @ the Park inn Sandton, Johannesburg, RSA | 22nd -26th September 2014 @ the Premier Inn London Euston, UK

29th September -4th October @ the Sheraton hotel Miami Airport, USA | 6th-11th Oct. 2014 @ the Sheraton Time square, NY, USA

27th -October -1st November 2014 @ the Crowne Plaza, Canberra, Australia | 10th-15th November @ the Sheraton Deira, Dubai hotel, UAE



Easy ways to register or make an enquiry

Tel +1(212)2318257 | fax +1(212)2318121

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PA series

Benefits Include

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

Managerial Assistants

Day One

08:00 Morning Coffee & Registration

08:15 Working in the Executive

It is important to understand the vision of the organisation and the role of your Executive's Office as a front to internal and external stakeholders

- Obtaining specific instructions
- Filing manually and electronically
- Digital dictation
- Taking initiative
- Taking responsibility
- Organising
- Controlling and ensuring that events occur in conformity with plans
- Welcoming important guests
- Identifying important non-verbal gestures
- Representing your superiors

Strategies for Effective Office Management

In order to support your role in the Executive office, one is expected to streamline processes in your office so that Information and communication is efficient.

The proactive PA will use the available pool of resources to her/his advantage whilst retaining a sound relationship with internal and external stakeholders.

- Electronic Diary Management
- Electronic Ticketing
- AIRY Files
- 12 tips for superior/PA synergy
- Quit time for your manager
- Managing access to your Superior

Managing Meetings with Confidence

Types of meetings;

- Recurring meetings
- Ad hoc meetings
- General meetings
- Periodic meetings
- Important meetings

Meetings affect everyday business in the corporate arena..

The goal of every PA/Executive Assistant is to get the Most out of the meeting in the least amount of time

- preparing and planning for meetings
- Invitations and agenda
- Punctuality and Hospitality
- Minute Taking and Distribution
- The Role of the Minute taker
- Guidelines of teleconferences and video Conferences
- Venues- equipment and visuals
- Identifying urgent messages that interrupt meetings

Day Two

08:00 Morning Coffee & Registration

08:15 Handling Confidential Information

All organisations must be aware of the various types of Information that it handles whether this constitutes sensitive confidential and classified information.

A thorough information audit is necessary to ascertain this

- sources of confidential info
- identification
- understanding internal policy
- maintenance of paperwork
- recommended base practices
- data ownership and responsibilities
- accessibility and re-enforcing individual obligations
- disposal and retention of confidential info

Building Human Relations

This programme will give Managers and Leaders the necessary skills to build good Interpersonal relationships with their teams.

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It will also give team members a base for future communications that will be more effective.

- How do we move our level of service from "Good" to "Delightful"

Module Content

- Customer Service paradigm and the shift
- Identifying our customer's needs through questioning techniques
- Identifying our customer's behaviour styles and meeting their needs through behaviour styles
- Dealing with difficult clients
- Building Human Relations
- Empathy Skill

Supported by experimental Training activities and Simulations

The programme consists of;

Sound foundation for Communication

- Practical and Personal needs
- 10 principles of communication

Five Key Principles

- Esteem
- Listen and Respond with Empathy
- Ask for Help and Encourage involvement
- Share thoughts, feelings and rationale
- Provide support without removing responsibility

JOHARI Window

Feedback Skills

- Modern Business writing skills learn to write effective letters and emails using the six principles of modern business writing.
- Practical Minute-taking Guidelines skills to manage the entire minute-taking process and format for good minutes

Day Three

08:00 Morning Coffee & Registration

08:10 Presentation Skills and Communicating Organisational Objectives with Confidence Modern Business Writing Skills/ Report Writing

Why do we go blank when we have to put words onto paper?

Initiating correspondence; what is important and what is admirable?

Speaking better in a manner of writing

- Main objectives; Clarity, Speed and Image
- Writing to express not to Impress
- Active not Passive
- Report writing

Report Writing Skills

- Initiating Reports
- Design and editing
- Effective strategies of good minute taking
- Role playing and Practical Exercise Sounding Confident and intelligent whilst writing effectively

Presentation Skills

The best quality presented out of the least of input

- Getting started preparing your presentation
- Sequencing your information for optimum impact
- Presenting with confidence
- Winning the audience's appeal
- Understanding audience styles and applying the knowledge to reach each style in the audience in order to meet individual requirements
- Understanding non-verbal communication and body language
- Creating the greatest Impact from the least amount of Input

PowerPoint Presentations

- Purpose for PowerPoint Presentations and effective usage
- Preparing the presentation
- Using Visual Aids effectively
- Overcoming Presentation nerves
- Delivering the Presentation confidently
- Answering questions confidently with the help of visual aids

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Day Four

08:00 Morning Coffee & Registration

08:10 Stress Management and Wellness for the Executive Assistant/Personal Assistant

- What is stress?
- Positive and negative stress
- Identifying your personal causes of stress and symptoms
- Analysing stress contributors, lifestyle, habits, patterns
- Setting goals and action plans for a less stressful lifestyle
- How to achieve emotional wellness in the workplace

Emotional Intelligence

Success does not only depend on technical ability and Mental dexterity (IQ), but also on emotional awareness and maturity: to be aware of, and regulate one's emotions-and manage relationships with sensitivity

- Analysis of preferred behaviour styles
- Values of emotionally intelligent professionals
- EQ as part of your daily bread
- Benefits of EQ-Emotional Intelligence

Day Five

Protocol & Diplomacy Workshop

08:00 Morning Coffee & Registration

08:10 Protocol

- 1.1 Introduction to Protocol and Diplomacy
- 1.2 Why the importance
- 1.3 Basics of Diplomacy
- 1.4 Difference Constitution of various African Countries
Applies to Protocol Matters

Introduction to the Use of National Symbols of Different Countries

- 2.1 _e National Flag
- 2.2 National Coat of Arms
- 2.3 _e National Anthem

Precedence or Seniority

- 3.1 Importance
- 3.2 International Government Systems
- 3.3 Official Table of Precedence of different countries
- 3.4 Practical application at the office

Official Forms of Address and Titles

- 4.1 Introduction
- 4.2 Verbal use of forms of address and titles
- 4.3 Written use of forms of address and titles

Social Etiquette

- 5.1 Background to etiquette
- 5.2 Professionalism
- 5.3 Telephone, e-mail and voice mail etiquette
- 5.4 Business lunch etiquette
- 5.5 International etiquette
- 5.6 Etiquette with the physically handicapped
- 5.7 Table etiquette
- 5.8 Business card etiquette

Working in an Executive Office

- 6.1 First impressions
- 6.2 Taking initiative
- 6.3 Diary
- 6.4 Taking responsibility

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Delegate Name: _____ Designation _____ Email _____

Delegate Name: _____ Designation _____ Email _____

Delegate Name: _____ Designation _____ Email _____

CONFERENCE OPTIONS:

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

METHOD OF PAYMENT

JP 4766

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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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Fax : + 1(212)2318121

E mail ; info@budgetconferences.com

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410 Park Avenue, 15th floor #1915, New York,
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