

TRAINING

FUTURE SKILLS FOR EXECUTIVE SECRETARIES & PA's 29TH—30TH SEPTEMBER 2021

The Role Of The Executive Secretary

This two-day programme is aimed at providing you with the essential skills, knowledge and techniques to deal with internal and external stakeholders and be an excellent PA in a world that has changed suddenly. Delegates will learn how to cope with situations with a better understanding of their roles and responsibilities in delivering professional service. The programme will be informational, inspirational and practical to ensure that delegates go back to their work highly motivated and skilled to make themselves and the organisation proud to be operating in a New Normal.

Administration, The Economy & The 4th Industrial Revolution

- Identify the importance of good interpersonal relationships in business
- Know that relationships between a PA and the manager looks different in the new economy
- Understand the importance of setting a good example in terms of following the law, policies and rules in the new distance economy
- Outline an overall strategy for solving problems with teams and management
- Define a "culture of courtesy" in this industry and putting the internal customer first and making interactions personal by using names.
- Review their own professionalism
- Describe leading as a core responsibility of PA's
- Know what it means to an ethical and principled PA
- Review their own role in the team – individualism vs team needs

Intelligent Interpersonal Skills For Professional PA's

At the end of this module delegates should be able to:

- Know the definition of communication
- Explain how to identify the needs, wants and expectations of others
- Be aware of the barriers to communication
- Know what to do to improve their ability to communicate and to "read" people
- Explain the importance of listening
- How listening help solve interpersonal problems
- Deal with emotions in an adult manner
- Understanding when and how to use your influencing skills to effectively support your role
- Realising that everyone has the ability to have influence and impact
- Understanding the fundamental difference between personal influence and authority
- Using your knowledge to apply the correct and most appropriate communication skills in every situation
- Link adult positioning to interpersonal relationships
- Review their own professionalism
- Formulate personal and career objectives varying from short term to long term

The professional Executive Assistant & PA

At the end of this module delegates should be able to:

- Understand your manager is your most important customer
- Managing your manager remotely and using Outlook, Zoom, Teams etc. optimally
- Deal with emotions in an adult manner
- List steps to improve interpersonal relationships in teams
- Explain how to identify the needs, wants and expectations of team members
- Be aware of the barriers to communication
- Know what to do to improve their ability to communicate and to "read" people
- Understand courteous communication in their teams
- Explain the principles of etiquette and courtesy in business
- Review their own role in the team

Workload Management, Organizing & Time Management

At the end of this module delegates should be able to:

- Describe organising as a core responsibility of office administrators
- Know the secrets of being productive and reliable when working remotely and online
- Super-efficient planning and organising techniques to keep on top of everything
- Describe how to prioritise when they are over-burdened with work
- Perform a "time robber" analysis
- Determine their procrastination quotient
- List ways of dealing with interruptions
- Describe how saving a few minutes can save a lot time and effort
- Identify and review the basic systems affecting their roles in their organisation, assessing them for effectiveness and efficiency
- Highlight some of the consequences for their department if information is not managed properly
- Understand the importance of dealing with confidential documents and issues
- Review their paper processing systems to encourage paper-free offices
- Describe the importance of optimising technology e.g. internet and e-mail

Working In The Executive Office

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
- Understand the impact of the 4th industrial Revolution on the executive office
- Identifying important non-verbal gestures
- Representing your superiors

Essential Business Communication Skills

- Professional verbal communication
- Understanding how your speaking manner makes a difference
- Body language in the business world
- Non-verbal communication: Making sure your body language is conveying the message you want when dealing with important people
- Written correspondence and netiquette
- E-mail etiquette – what's hot and what's not
- Utilising professional business writing techniques when writing emails, letters and reports
- Using good business English to communicate orally and in written form.

Meetings and minutes made easy

- Identify the objectives of meetings
- List and describe different types of meetings
- Know how to take minutes during virtual online meetings
- List the duties of a Meeting Secretary, the Chairman and other meeting officials
- Outline basic meeting procedure
- Explain the objectives of giving notice of a meeting, write such a notice and outline guidelines for distributing notices of meetings
- Explain the objectives of an agenda, write a skeleton agenda and give guidelines for compiling and distributing effective agendas
- Understand the protocol with motions, amendments, voting etc.
- Describe various types of minutes and give guidelines for effective minute taking
- Look at good and poor examples of minutes
- Understand the correct format and procedure of minute taking
- Learn how to effectively take notes using short methods
- Understand how to formulate abbreviations and speedwriting
- Understand that minute taking starts even before the meeting starts
- Improve listening skills that will ensure better note taking
- Understand the method of taking minutes effectively without writing down each word (except when required)
- Learn how to summarise and note only important details down
- Perform numerous practical exercises in note taking
- Explain the meaning of core standard meetings terminology



About Marjón Meyer

Marjón Meyer is an Industrial Sociologist and a Human Resource Development Consultant. She is an experienced, energetic and enthusiastic facilitator of various training programs. Embracing the new world of work, she can now add online facilitation, presenting of webinars and producing pre-recorded training sessions to her portfolio. She is in demand for training, strategic sessions, chairing conferences, consultation and implementation of Management and Leadership training, building strategies, coaching, development work and motivational talks.

Marjón has extensive local and international experience in Facilitation, Program Design, Skills Gap Analyses and Assessments. She facilitates courses such as Management & Leadership, Human Resources Management, Confidence & Assertiveness, Conflict management, Business writing, Customer Service, Time management, Skills for PAs, Emotional Intelligence, Diversity management, Strategic Thinking, Creative Problem Solving etc.

Marjón studied B Com Honours in Industrial Sociology (cum laude) as well as B Com Honours in Communication (cum laude). Her university majors include Industrial Psychology, Industrial Sociology, Communication and Economics.

Marjón worked in the corporate environment before successfully starting out on her own as a training specialist in 1997. She gained extensive experience working on projects in the Human Resource Development field as a Facilitator, Training Manager and Training Consultant. She has management experience in the corporate environment which enables her to facilitate the building of leadership skills. She received accreditation in 2017 in Dubai as the Master Trainer in South Africa for an entrepreneurial skills program (Skills21) aimed at high school children. She completed a post-graduate certificate in Narrative Therapy (cum laude) at the University of Pretoria in 2017 and is currently furthering her studies in Narrative Therapy.

Since becoming a consultant, she consistently develops training material and presents training courses and seminars for clients of training institutions and employees of blue-chip corporate clients, government departments and to people from all walks of life. She was also an external tutor and moderator in Labour Relations for UNISA. Marjón is co-author of a book Managing Human Resource Development published by Lexis Nexis. She is a regular contributor to radio programs, blogs and magazines in the Human Resource Development field. She is a member of the SA Business Association for Women and served on the Board of the South African Professional Trainers Association (SAPTA). She is also a Master OD Practitioner of the Chartered Institute of Professional Practitioners and Trainers (CIPPT). Marjón is a registered assessor and has received accreditation from the ETDP SETA and MERSETA.

Marjón travels extensively both domestically and abroad and uses every opportunity to gain knowledge and experience through effective networking. Marjón has many years' experience presenting Management and Leadership workshops and her frequent travels in Africa and further away have given her a good understanding of the various world views, cultural etiquette and differences. She was the keynote speaker in Mozambique at the African Women Leaders' conference as well as a speaker at the Southern African Telecommunications forum in Dar-es-Salaam. In Kenya she worked with leaders from various cultures in Africa. She has also been invited to present a paper at the Human Capital Summit Africa in Nigeria as a South-African representative.

Over the years Marjón has been giving professionals advice and tools on how to improve their skills and enhance their professionalism. She often is a guest lecturer at the University of Pretoria and the University of Johannesburg. She is an executive coach and is involved in corporate coaching to grow professionals to reach their true potential. Marjón also does personal therapy to help people deal with challenges in life (depression, loss, trauma etc.). Marjón has been nominated by the Skills Portal as one of the top trainers in South Africa.

Marjón is also an active outdoor enthusiast, believes in green living and loves spending time on trail runs, nature walks, bicycle tracks and exploring new adventures. For balance she loves reading a good book. She has recently walked the Camino de Francés in Spain and is already looking forward to doing this again.

SOME OF HER CLIENTS



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Delegate substitutions. Substitutions is welcome at any time and do not occur any additional charges. Please notify EMPIRE in writing of any such changes at least 3 days before the date of the event.

• Please note that the speakers and topics were confirmed at the time of publishing however circumstances beyond the control of the organizers may necessitate substitutions, alterations or

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Terms & Conditions

By signing and returning this registration form, the authorizing signatory on behalf of the stated company is subject to the following terms and conditions:

- Charge of 50% of the registration fees, plus R700 (+ VAT) Administrative charge will be made for cancellations received in writing at least 14 working days prior to the event.
- or any cancellations received in less than 7 working days before the start of the event, the full fee will be payable and no refunds or credit notes will be
- If a registered delegate does not cancel and fails to attend the summit, this will be treated as cancellation and no refund or credit will be issued.

Registration fees above INCLUDES the following elements: Entrance to session, registration packed lunch and refreshment breaks.

Registration fees above EXCLUDES the following entitlements: Travel costs and accommodation.

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