

Management Programme for Secretaries & Personal Assistants  
Johannesburg, South Africa

REGISTRATION

To participate in this programme, kindly complete the registration and send to:

Programme Manager  
InterAfrica Group

Please make copies of this form for additional delegates

Title(Mr,Ms,Mrs, Dr,etc).....First Name.....

Surname.....Position/Job Title.....

Organisation.....

Address.....

City.....Postcode.....Country.....

Telephone.....Fax.....

Cell No.....e-mail.....

A receipt and joining instructions will be sent to you acknowledging registration details.

**PARTICIPATION FEE:** US\$1,895.00 / ZAR19,995.00per participant

This covers:

- Participation in the programme
- All documents, instruction and written materials
- Lunch & Refreshments

**Hotel Accommodation**

Fees do not include hotel accommodations, airline tickets etc, For assistance, kindly contact the programme director for a list of hotels.

**PAYMENT:** By Bank Transfer

**BANK DETAILS**

|                 |                                                                              |
|-----------------|------------------------------------------------------------------------------|
| Bank:           | First National Bank                                                          |
| Branch:         | Western Gauteng IBC                                                          |
| Address:        | Cnr. Main Avenue & Republic Road, Randburg, 2194<br>Republic of South Africa |
| Account Number: | 0158194                                                                      |
| Branch Code:    | 201-219                                                                      |
| Swift:          | FIRNZAJJ                                                                     |
| Account Name:   | InterAfrica Consulting                                                       |

*For further information, kindly contact:*

|                |                                      |
|----------------|--------------------------------------|
| <b>Tel:</b>    | Danny                                |
| <b>Fax:</b>    | +27 76 378 7015                      |
| <b>e-mail:</b> | +27 86 651 6993                      |
|                | programmes@interafricaconsulting.com |



MANAGEMENT  
PROGRAMME  
for  
SECRETARIES  
&  
PERSONAL ASSISTANTS

**VENUE**

Funisa Centre  
427 Fir Avenue,  
Ferndale, Randburg,  
Johannesburg,  
South Africa

**DATE**

28 April - 2 May 2014



InterAfrica Group  
Consulting • Research • Training • Conferences

# Overview

Management is now asking Secretaries, Personal and Executive Assistants to take on tasks and projects formerly only in the domain of senior managers. This requires a different set of skills than those they are presently equipped with.

This programme is designed to give secetaries and executive assistants a broad exposure to the fundamental nature and process of management and human behaviour within organizations and aims to build the managerial side of their present roles, thus enabling them to confidently and effectively take on new challenges. The programme brings together the theoretical perspective of the faculty and the practical experience of participants in an effort to produce the effective and efficient management techniques that are demanded in these increasingly complex times.

This "theory into practice" perspective gives participants the opportunity to make meaningful change in their organizations and in their personal interactions with subordinates, colleagues, and supervisors, and in the long run, produces the type of innovation necessary to strengthen ties with and increase support from citizens

They will leave the programme with a more strategic mind-set and a strong network of peers.

They will learn big picture thinking, how to master relationships through constructive communication, the rules of goal setting, and how to master workflow by understanding the core principles and proven tricks of management.

By attending this programme, they will immediately be better able to influence, motivate and gain commitment from others – which is the key to achieving excellence in managerial demands.

## Benefits of attending

- Making the participants appreciate the vital role they play
- Exposing participants to management knowledge and skills
- Sensitizing participants on personnel management issues and the importance of human resources in organisations
- Equipping the participants with office and boss management skills
- Equipping the participants with skills for making decisions and managing information
- How to manage multiple priorities and conflicting demands effectively
- Methods to help you deal with the project dynamics and difficult relationships
- Enable the participants learn the value of basic negotiation and influencing skills and how to put them to best practice
- Learn how to manager you boss more effectively
- Delegates will learn how to raise their profile and visibility within the organisation so that they are recognised and rewarded for their valuable contribution they make, and
- Present their results and ideas with confidence and success

## Who should attend:

- ? Secretaries and Assistants
- ? Personal Assistants
- ? Executive Assistants
- ? Senior Secretaries
- ? Office Managers & Administrative Officers
- ? Those who need to enhance their contribution to their organisation through developing their strengths and increasing their management responsibilities.

# PROGRAMME OUTLINE

- UNDERSTANDING THE NEW WORKPLACE
- SIGNIFICANCE OF POSITIONS OF SECRETARIES & EXECUTIVE ASSISTANTS
- MANAGEMENT FUNCTIONS & PRINCIPLES OF MANAGEMENT
- INFORMATION NEEDS OF SECRETARIES & EXECUTIVE ASSISTANTS
- PROJECT MANAGEMENT AND PROTOCOL
- MANAGING THE BOSS
- COMMUNICATION AND PRESENTATION SKILLS
- RECORDS & REPORTS MANAGEMENT
- DEVELOPING PRACTICAL NEGOTIATION SKILLS
- MAKING TOUGH DECISIONS
- DEVELOPING A PERSONAL ACTION PLAN

The course will be conducted in an interactive workshop style, encouraging participants' active contributions.

Lectures, audiovisuals, discussion groups and syndicate work will be used to facilitate learning.

**Participation Fee:** US\$1,895.00 per participant

## About InterAfrica Group

The InterAfrica Group specializes in helping private and public sector organisations measurably improve individual and organizational performance

Our comprehensive approach to helping organisations achieve results integrates consulting, research, strategic communication and affiliate capabilities with training and conferences to help you identify, address and measure all of the influences within your organisation that impact your success.

Our vision is to motivate people to deliver great service and achieve great results through organisational effectiveness and corporate culture

Our goal is to help you develop employees at all levels who demonstrate accountability and responsibility, and have an unequalled proficiency in working together to achieve organisational goals and objectives.