



# BASITSANA

TRAINING CONSULTANTS

## ADMINISTRATIVE EXCELLENCE FOR SECRETARIES & ADMINISTRATORS

### Overview

Administrative Excellence for Secretaries and Administrators training seminar is designed to give delegates a better understanding of the 'people skills' and 'individual skills' which are needed in a business environment and which can help them develop their existing competencies into superior skills.

### Who should attend?

- Anyone involved in the operational supervision of an office environment
- Secretaries and Administrative Support Personnel needing to develop superior performance in their working environment
- Senior Personal Assistants
- Senior Secretaries

### Course objective

By the end of the course, participants will be able to:

- Identify, develop and improve key competencies necessary for superior performance
- Improve creative thinking, problem solving and decision making skills
- Develop reading skills and note-making effectiveness
- Learn to use and apply simple memory systems
- Be better able to understand personality and behavioural characteristics in order to achieve what they want from other people
- Develop a plan and approach for self-development



# Course Outline

## Presentation Skills

- Telephone Skills
- Email Etiquette
- Writing Skills
- Presentation Skills
- Review of the Week

## Team Working

- Conflict Management & Resolution
- Managing Upwards
- Working Effectively as Part of a Team
- Dealing with Difficult People
- Workplace Stress Management

## Communication Skills

- Understanding Assertive Communication
- Dealing with Conflict and Aggression
- Listening Skills
- Questioning skills
- Body Language and its Importance in Building Effective Relationships

## Competencies & Time Management

- Assessing Prior Skills and Knowledge
- Competencies Required for Excellence as An Office Professional
- Perceptions, Attitudes and Beliefs – How they affect Performance?
- Learning Styles / Thinking Styles – Your Strengths and Weaknesses
- Time Management Skills

## Improve Your Effectiveness at Work: Better Reading & Note-Making

- Your Brain Skills
- How to be a 'Successful' Reader
- How Mastering Note-making Skills Can Help Your Career
- Mind-mapping as a Note-making, Planning, Thinking and Memory Tool
- Mind-mapping Software

## Memory Magic: How to Remember Things?

- Your Memory Potential (how good is your memory?)
- Memory Systems Explained (the power of stories and imagination)
- Remembering Names
- Memory at Work
- Remember What You Read (strategies for fast, effective reading)

## Better Working with Other People

- Barriers to Effective Communications
- Strategies for Improving Communications with “Difficult” People
- The Powerful Influence of ‘Body Language’: Speaking without Words
- Giving and Receiving Feedback: The Risks and the Benefits
- Getting Your Point Across: Know What to Say and When to Say It



R 15,999 + VAT

**AUTHORIZATION & COMPANY DETAILS**

The signatory must be authorized to sign on behalf of the stated company. I acknowledge that I have read and understood all of the Payment Methods, Policies and Terms & Conditions.

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**BANKING DETAILS**

BASITSANA PTY LTD

**BANK:** STANDARD BANK

**ACC NO.:** 220084238

**BRANCH :** SANDTON

**TERMS, CONDITIONS & CANCELLATION NOTICE**

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\* A charge of 50% of registration fee, plus R700 (+vat) administration charge will be made for cancellations made in writing at least 14 working days prior to the event.

\* For any cancellations received less than 7 working days before the event, the full fee will be payable and no refunds or credit notes will be given.

\* If a registered delegate does not cancel and fails to attend the workshop, this will be treated as a cancellation and no refund or credit note will be issued.