

# Management Programme for Administrative Officers

Johannesburg, South Africa

## REGISTRATION

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

**Programme Director**  
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 / ZAR19,995.00 per 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 Republic of South Africa
Account Number:	0158194
Branch Code:	201-219
Swift:	FIRNZAJJ
Account Name:	InterAfrica Consulting

*For further information, kindly contact:*

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# MANAGEMENT PROGRAMME for ADMINISTRATIVE OFFICERS

This programme will give administrative officers a thorough understanding of core management skills and new techniques for developing a strategic mind-set and more effective communication

## VENUE

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

## DATE

28 April - 2 May 2014



**InterAfrica Group**

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## Overview

Management is now asking Administrative officers 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 administrative officers 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

### Participants will:

- ? Gain a thorough understanding of core management skills
- ? Acquire new techniques for effective communication
- ? Interact with people from widely differing industries, management functions, and
- ? Receive feedback on their personal style and leadership and management effectiveness

## Who should attend:

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

## PROGRAMME FORMAT

During the programme, different scenarios will be presented in terms of the decisions that must be made and challenges that commonly arise. Specific skills associated with each scenario will be analyzed and applied in several exercises.

The objective is to help delegates select and use skills and behaviours rationally rather than haphazardly.

# PROGRAMME OUTLINE

## UNDERSTANDING “MANAGEMENT”

- ✍ Understanding Managerial Responsibilities
- ✍ Identifying the Difference between Being a Manager and Being an Individual Contributor
- ✍ Developing a New Mindset through Strategic Thinking

## LEADERSHIP & TEAM BUILDING

- ✍ Leadership as an Art of Influencing Others
- ✍ Understanding Leadership in the modern workplace
- ✍ Management vs. Leadership; Constancy vs. Change
- ✍ Identifying the key qualities which make a great leader in the 21st century
- ✍ Team Building & Motivation

## DEVELOPING EMOTIONAL INTELLIGENCE

- ✍ Introduction to Emotional Intelligence: What does it mean to be Emotionally Intelligent?
- ✍ How EQ. is applied in management and leadership
- ✍ How EQ. can be used to influence subordinates, co-workers and peers
- ✍ How EQ. is used for building internal and external relationships

## MAKING TOUGH DECISIONS & MANAGING CONFLICT

- ✍ Analyzing common decision making errors and how to avoid them
- ✍ Employing four approaches to decision-making - instant, rational, political, and inspirational
- ✍ How to choose the best decision-making approach
- ✍ Managing difficult situations and people

## UTILISING KEY PROJECT MANAGEMENT TECHNIQUES

- ✍ Understanding Project Management
- ✍ Identifying the type of project and its parameters and objectives
- ✍ Planning the project using methodologies
- ✍ Measuring progress to ensure the project is on time and on budget

## PRACTICAL NEGOTIATION SKILLS TO ACHIEVE WIN-WIN OUTCOMES

- ✍ Identifying your initial and ultimate objectives and what you plan to disclose
- ✍ Using different styles of negotiation depending on the situation
- ✍ Identifying how to make what you want more palatable to the other person

## COMMUNICATION AND PRESENTATION SKILLS

- ✍ Characteristics of Effective Communication
- ✍ Interpersonal Skills in the Workplace
- ✍ Recognizing the Expectations of Your Manager, Peers, Employers and Others
- ✍ Potential and Real Barriers to Successful Use of Interpersonal Skills

## SELF MANAGEMENT -Organise yourself first, then others

- ✍ Time management & Personal Efficiency
- ✍ Assessing strengths, weaknesses and unique advantages in managing self and others
- ✍ Taming Emotions and controlling anger

## MAXIMIZING PERSONAL ACHIEVEMENT

- ✍ Learn the keys to self-motivation
- ✍ Focus on the most important and highest potential selling activities
- ✍ Recognize and avoid energy, enthusiasm, and passion derailers
- ✍ Build a customized plan for your continued rainmaking achievement

## PERSONAL ACTION PLAN

## 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.