Daniel Richcorns Pty Ltd trading as...

CORNERSTONE
Global leadership Foundation
Investing In Your Human Capital

Presents.....

Advanced Administrative Management Conference for Admin Personnel

Empowering Office Managers of this Century

10 th – 14 th August 2015, at The Capital 20 West Hotel, Sandton, Johannesburg South Africa

Register & Pay before 14 th August 2015 & get a Samsung Smart Phone for Free !!!

Introduction:

An Administrator/Executive Assistant, PA etc is responsible for providing financial services, budget preparation, procurement, travel arrangements, property control, and general administration. They offer services, advice and guidance to the programmes, sections and offices within the Institute as endeavor to ensure sound and efficient financial management of resources and funds, in accordance with institutional financial rules and regulations, established policies and procedures, and specific donor requirements.

This interactive Conference is therefore designed to help the administration staff in the institution to build and project confidence, keep conversations focused and productive, exhibit knowledge and credibility and exert influence in everyday interactions. Participants will be able to create a powerful alliance with superiors and enhance a professional profile within the organization. Discussions will also examine the essential relationship-building skills will help in the development of workable strategies and establish one's authority and get ideas noticed. Another focus will be the impartation of skills that are needed to make a difference and grow in one's career and in the organization. To excel in this rapidly changing work environment, one needs more skills than ever before – like understanding the organization's business, managing change, communicating strategically, leading, working in teams and juggling new assignments with current responsibilities.

KEY LEARNING OUTCOMES

i)   Understand and apply strategic language used by managers and executives;
ii)   Analyse operational systems in their areas of responsibilities and develop enhancement plans;
iii)   Understand the risks associated with handling confidential information and developing sustainable risk mitigators;
iv)   Manage changing roles and responsibilities whether working with bosses, peers, team members or external stakeholders;
v)   Meet dynamic work expectations by expanding proactive capabilities;
vi)   Assertively and confidently manage conflicts to achieve results;
vii)   Apply emotional intelligence and effective listening practices;
viii)   Use strategic diplomacy to handle office politics, difficult people and demanding situations
ix)   Effectively run office projects from initiation to close-out
x)   Introduction to Leadership & Management
xi)   Human Resource Management & it's Important Roles

Training Methodology:

The Conference is based on a combination of interactive activities - group and individual exercises, case studies, role plays and discussions - along with formal inputs.

WHO SHOULD ATTEND:

From UN Agencies, Government, Foreign Ministries, International Organisations & Major Corporations, Trade Unions, Political Parties, NGOs:
•Programme Managers
•Programme Assistants
•Executive Assistants
•Executive Secretaries
•Secretaries
•PA's
•Office Managers
•Office Administrators
•Supervisors
•Support Staff
•Anyone wishing to advance their knowledge on Administrative Management skills

Day One

Working in an Executive Office

• Ability to clearly convey, persuade, and negotiate information and ideas to individuals or groups
• Understand and awareness of program services, policies, procedures, laws, rules, and regulations.
• Ability to demonstrate and apply this knowledge in performance of administrative support tasks.   Ability to explain and interpret program information to clients/customers and staff.
• Ability to identify and understand issues, problems, and opportunities;
• determine course of action; develops appropriate solutions
• Ability to compile, assimilate, organize, and analyze printed and electronic information.
• Ability to apply knowledge of data research and manipulative analysis.
• Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports.

Effective Time Management

•Create a master list of goals and activities that are competing for one's time and attention
•Learn how individual behavioral styles influence the way one manages time
•Understand how to distinguish important and urgent issues using a matrix
•Develop a strategy for aligning daily activities to support job description and performance contract
•Explore best practice processes for leveraging time to achieve goals
•Learn effective techniques to overcome the main time bandits that divert their time and attention away from pursuing most important goals (including how to deal with the burden of email, how to cope with interruptions, how to say no to low priority requests, how to deal with procrastination, how to delegate low priority tasks, and much more)
•Develop a strategy for making meetings more efficient and productive (logistical & coordinating responsibilities before, during and after the meeting)
•Problems with file system data management.
•Differences between databases and file systems.

Problem Solving & Decision Making

•How thinking and reasoning processes operate
•Natural barriers to sound reasoning
•Analytical techniques for comparing alternative solutions
•Structure, standards, and ethics of critical thinking
•Problem analysis best practices - using your decision time most effectively
•Understand problems from multiple perspectives
•Formulating creative solutions
•Analytical decision analysis techniques such as sequencing, sorting, time lines, and matrixes

Day Two

Analysis & Information Processing

*   What do I really want to find out?
*   Where can I find the information I need
*   What information do I really need to use?
*   How can I best use this information?
*   How can I present this information?
*   What did I learn from this?

Presentation Skills

•Prepare and structure a presentation
•Use body language/non-verbal language to enhance their presentations
•Use their voice effectively - (paralanguage) by varying the pitch, tone, pace and making use of pauses
•Understand the importance of personal image and dress when giving a presentation
•Make use of visual aids to enhance their presentation
•Overcome nervousness
•Make use of notes so that they don't become a distraction to the audience
•Prepare and structure a presentation
•Use body language/non-verbal language to enhance their presentations
•Use their voice effectively - (paralanguage) by varying the pitch, tone, pace and making use of pauses
• Understand the importance of personal image and dress when giving a presentation
•Make use of visual aids to enhance their presentation
•Overcome nervousness
•Make use of notes so that they don't become a distraction to the audience
•Effectively handle questions from the audience

Filing System

•Differences between data and information.
•Types of databases and their value for decision making.
•Importance of database design.
•Database roots in file systems.
•Appreciate the benefits of a wide range of persuasion techniques which are effective in commercial negotiations
•Be aware of the most commonly used tricks, traps and ploys used in negotiation and, more importantly, how to deal with them
•See for yourself the factors which make the difference between effective and average negotiators

Professional Business Writing and Minute Taking:

•To learn the value of good written communication.
• To learn how to write and proofread your work so it is clear, concise, complete, and correct.
• Revisit the rules of good grammar and clear communication and Improve sentence construction and paragraph development.
• Develop effective business letters for tough situations and Discuss e-mail etiquette.
• Develop an appropriate writing style and format for your letters, business cases and reports.
• Learners will be able to draw up an agenda and produce professional, concise and accurate minutes for formal and informal meetings
• They will understand that the important criteria for effective meetings should be to encourage effective communication and understand the importance of their role in that process
• Demonstrate an understanding of the rules of grammar, tenses most frequently used in business grammar, vocabulary and punctuation rules

Day Three
Building Human Relations

* Determining your interpersonal strengths and weaknesses: how you work with people
* Establishing rapport: making others feel valued
* Building relationships in a multicultural workforce
* Crossing the divide: working effectively with other departments
* Overcome negativity in the workplace – and stop it from spreading
* Understanding how your behaviors and attitudes impact others
* Strategies for quickly defusing explosive situations
* Communicating inter-culturally in a globally representative institution
* Collaboration among different personality types
* Teamwork between teams: organizational productivity
* Everyday activities to turn diversity into compatibility and collaboration

Assertiveness

•Demonstrate and model assertive behavior for win-win outcomes
•Gain self-awareness of your attitudes, behavior patterns and habits
•Develop a positive, proactive response to difficult behaviors in others
•Exhibit confidence in your ability to address challenging situations
•Enhance your skill set using proven tools, tactics and techniques
•Generate the results you want when dealing with others

Negotiation Skills

•Have the knowledge and tools necessary to be able to conduct any negotiation as a competitive and collaborative negotiation
•Understand how to make the most effective use of time available for negotiation preparation

Day Four
Stress Management

•Understand positive stress
•Identify symptoms of burnout and overload
•Identify the sources of stress in your work life
•Change behaviours which add to stress
•Make changes to situations that can be influenced
• Develop positive responses to situations that cannot be changed
•Develop strategies to prevent feeling overwhelmed

Anger Management

- What is Anger?
- Anger Management
- Anger Management Therapy
- Dealing with Aggression
- Recognizing Aggression in Others

Influencing Staff and Partners without Authority

- The Law of Reciprocity --- "exchange" as the basis for genuine "influence"
- Giving power of "mutual exchange" --- getting what you want and giving others what they need
- Goods and services --- the "currencies" of exchange
- Knowing what they want --- understanding the world of your "allies"
- You are more "powerful" than you think --- understanding your own world

Project Management

- Define projects, project management, and project managers
- Identify the Project Management Life Cycle phases: Initiation, Planning, Execution and Closure.
- Distinguish between project and non-project work.
- Identify project stakeholders and their roles and needs.
- Define project administrator duties.
- Interpret information from project management tools e.g. Gantt chart
- Create reports using templates egg. time sheets, status reports, risks & issues.
- Manage/Administer project communications, meeting administration, record keeping, documentation control, finances, contracts, procurement, billing, payments and assets.
- Co-ordinate project changes and administer project quality control

Day Five

Introduction to Leadership & Management

- Clear understanding of the Roles & Responsibilities of a Manager
- Management Skills & Roles
- The Skills of Effective Managers & Key Management Skills
- Distinction between Leading & Managing
- Leadership Practice & Application
- Developing Managerial & Leadership Competences
- Management & Leadership Skills you already have
- Management & Leadership Skills you want to know

Human Resources Management

(A) Nature of Human Resource Management
(B) Scope of Human Resource Management
(C) Functions of Human Resource Management
(D) Role of Human Resource Management
(E) Understanding the Importance of Human Resource Management

Teamwork & Networking

- What are Groups and Teams
- Working with Groups and Teams
- Group Life Cycle
- Group and Team Roles
- Building Group Cohesiveness
- Difficult Group Behaviours
- Brainstorming technique for Team-building and Creative Process
- Business Networking tips and techniques

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Registration Form 7

Delegate Information

1

Prof	Dr	Mr	Mrs	Miss	Name & Surname

Telephone
Position

Email

2

Prof	Dr	Mr	Mrs	Miss	Name & Surname

Telephone
Position

Email

3

Prof	Dr	Mr	Mrs	Miss	Name & Surname

Telephone
Position

Email

Approving Manager Details:

Prof	Dr	Mr	Mrs	Miss	Name & Surname

Telephone
Position

Organization
Email

Physical Address
Postal Address

Signature
VAT No

THIS BOOKING IS INVALID WITHOUT A SIGNATURE

Kindly tick in the box below to choose the option which suits you:

☐ **Event Option 1:**
5 Days Summit: USD 3650 per delegate include 6 nights bed & breakfast, airport transfer, training material, lunch, limited refreshment

☐ **Event Option 2:**
5 Days Summit: USD 2500 per delegate include training material, lunch, limited refreshment

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Payment Options:
Electronic Transfer: Daniel Richcorns (Pty) Ltd, Acc. no. 62401814810 First National Bank, Clearwater Mall Branch, Code 251141
Swift Code: FIRNZAJJ

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Payment Terms:
Payment must be completed 7 days from the date of invoice. Admission to event is dependent on the completion of full payment.

Event Changes:
For reasons beyond our control, the timing, content and speakers of an event may be altered. In the event that our event is postponed or cancelled, delegate payments will be credited to any future Cornerstone Global Leadership Foundation event (such credits are available for a year). Cornerstone Global Leadership Foundation is absolved from and indemnified against any loss or damage as a result of any cancellation, postponement, substitution or alteration arising from any cause whatsoever.

Delegate Cancellations:
All cancellations must be received by Cornerstone Global Leadership Foundation in writing. Cancellations received in writing more than 21 working days prior to the event being held will attract a 50% cancellation fee. Should cancellations be received between 15 working days and the date of the event, the Conference fee is payable and non-refundable. Non- payment and non-attendance does not constitute cancellation. No show will be charged the full registration fee. Cash alterations will not be offered, however substitutes at no extra charge are welcome. Any cancellations received less than 15 working days before the event start-date do not entitle the delegate to a refund or credit note and the full fee must be paid. None attendance without notification is treated as cancellation with no entitlement to any refund or credit.