



# Administrative Management Skills for UN Executive Assistants

Including Protocol, Etiquette, Diplomacy and Event Management  
5 Day Conference Designed for UN Agencies, Public & Private Sectors



17-21 February 2020 | 20-24 April 2020 | 22-26 June 2020  
14-18 September 2020 | 16-20 November 2020

The Capital On The Park Hotel, 101 Katherine Street, Sandown, Sandton  
Johannesburg, South Africa

2 -6 February 2020 | 17-21 May 2020 | 23-27 August 2020

Grand Excelsior Hotel Deira (Formerly Shelton Hotel), Al Muteena Street,  
Deira, Dubai, UAE

## Overview

The job of an Executive Assistant is much more than meets the eye. It is about giving valuable support through coordinating with multiple staff members and overseeing all crucial administrative functions as a part of their daily support to their boss. For whatever reason, many coworkers expect Executive Assistants to be readily available to them all the time, as if Executive Assistants do not have their own work and responsibilities to attend to. Because they are expected to provide so many services to so many different people, Executive Assistants tend to have very high workloads. Not only is there a lot of work to be done, but Executive Assistants must also juggle a range of priorities from different members of staff besides those of the Executive they are assigned to assist. Meanwhile, requests for new projects can arrive at any time and with very short turnarounds. As a result, Executive Assistants may find they are constantly interrupted. This can make it difficult for them to focus on their own work to assist their boss. **This 5-day training program is packed with, self-assessments, group learning activities, discussions for participants to share work tips and techniques to supplement and improve current administrative support methods of doing day to day tasks more efficiently, confidently and professionally.**

## Key Learning Outcomes

**Day One: Clarifying the UN's Assistant's Roles and Responsibilities** - Address how the Executive Assistant professional's role has changed over the years and explore the modern-day qualities and character traits of a successful Executive Assistant.

- ❖ **Modules:** 1) Apply the SREDIM Model to 5 identify performance improvement opportunities; 2) Improving Personal Productivity; and 3) Developing Personal Effectiveness.

**Day Two: Protocol, Etiquette, Diplomacy and Event Management** – Explore methods of handling travel arrangements and other matters pertaining to protocol, etiquette, diplomacy and event management.

- ❖ **Modules:** 4) Projecting a professional image; 5) Forms of address and titles; 6) Meeting and event seating protocol and order of precedence; 7) Dining etiquette; 8) Planning official VIP visits; and 9) Cultural Intelligence.

**Day Three: Working as an Assistant of Executives or Teams** - Provide outstanding customer service to your boss, internal units and external partners through synthesize administrative support to internal and external relations activities.

- ❖ **Modules:** 10) People Skills; 11) Listening Skills; 12) Communication Skills; 13) Emotionally Intelligence; 14) Conflict Management; 15) Delegating Skills; 16) Leadership Skills; 17) Customer Relationship Management; 18) Stakeholder Management; and 19) Workplace Diversity.

**Day Four: Working in an Executive Office** - Coordinate and control a full range of assisting services for an executive office, to ensure the effective functioning of business operations.

- ❖ **Modules:** 20) Working with Your Boss; 21) Office Management; 22) Time Management; 23) Stress Management; 24) Calendar Management; 25) Planning and Scheduling; 26) Meeting and Minutes Management; 27) Business Writing; 28) Crisis Management; 29) Decision-Making; 30) Problem-Solving; 31) Information Management; and 32) Ethics and Code of Conduct.

**Day Five: Project Management** - Align Project Management principles to office administrative work processes.

- ❖ **Modules:** 33) Project Initiation; 34) Project Planning; 35) Project Execution; and 36) Project Monitoring and Control; and 37) Project Closure.

## Who Should Attend?

- ❖ Support Staff who directly or indirectly give administrative support services to a boss, multiple managers and/or teams.

## Day 1

# Clarifying the UN's Assistant's Roles and Responsibilities

## Objectives

- Address how the Executive Assistant professional's role has changed over the years.
- Explore the modern-day qualities and character traits of a successful Executive Assistant.
- Clarify the relationship between the Executive Assistant and their boss.
- Examine and describe the importance of the Executive Assistant's various functions, roles and responsibilities, along with the skills and knowledge required to succeed in the position.

## Learning Outcomes

- Describe UN's purpose from the Executive Assistant's point of view by examining UN Mission, Vision, Values and Objectives in line with the Executive Assistant's Key Performance Areas and Key Performance Indicators.
- Apply the SREDIM Model (Select, Record, Examine, Develop, Implement and Maintain) to align the Executive Assistant's job description to performance expectations and determine which parts of your performance are inefficient, or can be improved.

Module	Outcome
1. Apply the SREDIM Model	➤ Identify performance improvement opportunities and create a plan of action to improve work processes and assisting capabilities.
2. Improving Personal Productivity	➤ Synthesize assistant roles and responsibilities to performance contracts and appraisals.
3. Developing Personal Effectiveness	➤ Formulate Career Development Plan.

## Case Study

- How and why assistants face challenges of feeling overworked and underrated.

## Self-Assessments

1. **Accountability** Self-Assessment to determine how you relate to your Performance Roadmap and Key Performance Indicators, and how you can adjust or manage your personality type weaknesses to achieve your established Mission, Vision, Values and Objectives.
2. **Self-Motivation** Self-Assessment to assess four factors that are necessary to build the strongest levels of self-motivation – 1) Self-confidence and self-efficacy; 2) Positive thinking, and positive thinking about the future; 3) Focus and strong goals; and 4) A motivating environment.
3. **Personal Productivity** Self-Assessment to assess five key elements of working productively – 1) organization; 2) attitude; 3) delegation; 4) information integration; and 5) effective use of systems.

## Group Learning Activities

- Formulate the Assistant's Mission, Vision, Values and Objectives.
- Analysis of administration processes using the SREDIM Model.
- Define personal productivity in the workplace.
- Generate a list of productivity blockers and identify productivity strategies to overcome blockers.
- Restructure the Assistant's job description into a Performance Roadmap by identifying and establishing Key Performance Indicators.

## Day 2

# Protocol, Etiquette, Diplomacy and Event Management

## Objectives

- Acting as the Organization's Representative.
- Receiving high ranking officials, and answer calls/inquiries with tact and discretion.
- Projecting a professional image of the Executive Office.
- Organizing official events and international conferences.
- Arrange travel, hotel accommodations and other logistics for the executive office.

Module	Outcome
4. <b>Projecting a Professional Image</b>	<ul style="list-style-type: none"><li>➤ How to walk in high heels like a professional lady.</li><li>➤ How to stand like a lady/gentleman.</li><li>➤ When to Sit or Stand.</li><li>➤ How to sit like a lady/gentleman.</li><li>➤ Get in and out of a car like a lady.</li></ul>
5. <b>Forms of Address and Titles</b>	<ul style="list-style-type: none"><li>➤ Format and Precedence of introduction.</li><li>➤ Rank and status awareness and forms of address.</li><li>➤ How to speak to more than one person.</li><li>➤ Personal and professional space.</li><li>➤ How to politely decline someone's advances.</li></ul>
6. <b>Seating Protocol and Order of Precedence</b>	<ul style="list-style-type: none"><li>➤ English and French meeting seating protocol.</li><li>➤ Negotiations and meeting with two leaders seating plan.</li><li>➤ Guest and host seating plan and precedence.</li><li>➤ Roundtable seating plan.</li><li>➤ Signing ceremony seating plan.</li></ul>
7. <b>Dining Etiquette</b>	<ul style="list-style-type: none"><li>➤ How to set up a tea tray.</li><li>➤ How to set a dinner table.</li><li>➤ How to navigate the dinner cutlery.</li><li>➤ How to hold a knife, fork and spoon.</li><li>➤ How to handle a dinner napkin.</li></ul>
8. <b>Planning Official VIP Visits</b>	<ul style="list-style-type: none"><li>➤ Support to planning and organizing official VIP visits.</li><li>➤ Travel arrangements of VIPs visits.</li><li>➤ Arrange travel, hotel accommodations and other logistics.</li><li>➤ VIP plane and vehicle boarding.</li><li>➤ Prior briefing of VIP drivers and State Security personnel.</li><li>➤ Prior arrangements of Publicity and Media coverage.</li><li>➤ Prior arrangements with parties involved.</li><li>➤ Prior arrangements with interpreters if necessary.</li></ul>
9. <b>Cultural Intelligence</b>	<ul style="list-style-type: none"><li>➤ Innovation uplifted by diverse resources and perspectives.</li></ul>

## Group Learning Activities

1. **Interactive Activities:** Self-assessments, group video viewing and interactive practice activities for participants to roleplay and enact listed outcomes for modules 4, 5, 6 and 7.
2. **Cultural Awareness Teambuilding Trip:** In designated areas of the city of Johannesburg/Dubai to contribute to achieving outcomes for module 9.

## Day 3

# Working as an Assistant of Executives or Teams

### Objectives

- Provide outstanding customer service to your boss, internal units and external partners.
- Facilitate effective communications and information management support to the Executive Office.
- Synthesize administrative support to internal and external relations activities.
- Support your boss's interaction with various external partners through collaborative and proactive relationships.

### Learning Outcomes

- List benefits of support service excellence to a boss by an assistant.
- Examine and describe the importance of clarifying the personal work preferences of a boss by an assistant.
- Demonstrate how people skills play a pivotal role in the provision of outstanding customer service to units.
- Identify internal and external customer communication barriers and identify the core elements of developing and executing strong communications strategies.

Module	Outcome
10. People Skills	➤ Overcome barriers to effective workplace collaboration.
11. Listening Skills	➤ Explore the process of questioning, listening to determine needs.
12. Communication Skills	➤ Facilitate collaborative productivity and elimination of red tape.
13. Emotionally Intelligence	➤ Enhanced Social Intelligence to work effectively with others.
14. Conflict Management	➤ Set an example and provide guidance to build relationships to accomplish goals and objectives.
15. Delegating Skills	➤ Create an "I will"/"We will" spirit.
16. Leadership Skills	➤ Coach and provide constructive feedback to motivate others.
17. Customer Relationship Management	➤ Become a force for positive change.
18. Stakeholder Management	➤ Engage with appropriate stakeholders for timely action or response
19. Workplace Diversity	➤ Improved cultural insight.

### Case Study

- How and why specific focus of support service excellence should be the identification of any given target audience's needs and expectations.

### Group Activities

- Activity to demonstrate the use of a psychological tool to improve self-awareness, personal development, communication skills, interpersonal relationships, group dynamics and teamwork.
- Role play activities - Listening skills; People skills; and Telephone etiquette.

### Self-Assessments

- 1) Your Behavior Towards Others and Your Everyday Tasks; 2) People Skills; 3) Listening Skills; 4) Communication Skills; 5) Emotional Intelligence; 6) Conflict Management; 7) Delegating Skills; and 8) Leadership Skills.

## Day 4

# Working in an Executive Office

## Objectives

- Coordinate and control a full range of assisting services for an executive office, to ensure the effective functioning of business operations.
- Foresee problems and take pre-emptive actions whilst managing calendar, schedules and goals.
- Diligently follow-up action and keep the executive office informed.
- Employ oral and written communication that convey professional and positive messages.
- Proactively respond and or direct inquiries to the appropriate Unit for timely action and or response.
- Provide outstanding administrative support to the executive office and external relations activities.
- Maintain and organize up to date hard and electronic files for easy access and retrieval.

Module	Outcome
20. Working with Your Boss	➤ Provide dedicated executive assistant support to the executive office
21. Office Management	➤ Manage resources, operations and coordination of daily activities.
22. Time Management	➤ Prioritizing work to spend the right time on the right activities.
23. Stress Management	➤ Smooth and efficient functioning of the executive office.
24. Calendar Management	➤ Coordinate and support activities to ensure timely delivery.
25. Planning and Scheduling	➤ Adding project management techniques to your daily routine ➤ to increase productivity and efficiency.
26. Meeting and Minutes Management	➤ Support the preparation and organization of regional meetings, workshops, communication and information dissemination.
27. Business Writing	➤ Effectively communicate in clear, simple and professional language.
28. Crisis Management	➤ Informed judgment in dealing with unforeseen problems.
29. Decision-Making	➤ Revise and review correspondence and documentation, providing feedback and making amendments where appropriate.
30. Problem-Solving	➤ Demonstrate initiative to respond independently to queries.
31. Information Management	➤ Organized records and databases that are readily available and compliant.
32. Ethics and Code of Conduct	➤ Exploring and implementing confidentiality guidelines.

## Case Study

- How and why the Executive Assistant position should be adaptive, flexible and inquisitive because of ever changing demands with the advent of newer technologies and business practices.

## Group Discussion

- Describe and examine ways an Executive Assistant can make life easier for their boss.

## Group Activities

- Time Management Audit to identify time wasters and activities to demonstrate the use of task action techniques.
- Activities to demonstrate 1) Email and business writing; 2) Planning and scheduling; 3) Problem-Solving; 4) Decision-Making; and 5) Critical Thinking techniques.

## Self-Assessments

- 1) Time Management; 2) Stress Management; 3) Decision-Making; 4) Problem-Solving; and 5) Management Skills.

## Day 5

# Project Management

### Objectives:

- Align Project Management principles to office administrative work processes.
- Understand the difference between Project Management and Program Management.

### Group Activity

- A step by step group exercise to organize and manage an event using Project Management know how.

Module	Outcome
<b>33. Project Initiation</b> <ul style="list-style-type: none"><li>○ Project Charter</li><li>○ Define Project Scope</li><li>○ Identify Project Objectives</li><li>○ Invite Project Stakeholders</li><li>○ Set Expectations</li></ul>	<ul style="list-style-type: none"><li>➤ Define the what, why, who, when and how of your project and outline project title, background, purpose and requirements, problem, issue, goals, objectives, deliverables, scope, schedule, resources, costs, project benefits, stakeholders, risks, constraints and assumptions.</li><li>➤ Identify the project's purpose, deliverables and resources, schedule, budget, constraints, assumptions and exclusions required to execute the plan.</li><li>➤ Set SMART objectives that are specific and measurable and must meet time, budget and quality constraints.</li><li>➤ Identify internal and external stakeholders.</li><li>➤ Determine the level of stakeholder involvement, influence, resources, motivations, interests, engagement, communication and who needs what and when.</li><li>➤ Set clear expectations of required project objectives, goals, deliverables, timelines, resources and budgets.</li></ul>
<b>34. Project Planning</b> <ul style="list-style-type: none"><li>○ Scope and Budget</li><li>○ Work Breakdown Schedule (WBS)</li><li>○ Milestones</li><li>○ Gantt Chart</li><li>○ Communication Plan</li><li>○ Risk Management Plan</li></ul>	<ul style="list-style-type: none"><li>➤ Identify the cost, quality, available resources, a realistic timetable and establishing baselines or performance measures.</li><li>➤ Visually break down the scope of the project into manageable sections for the team using a Work Breakdown Schedule (WBS).</li><li>➤ Identify high-level goals that need to be met throughout the project. and include them in the Gantt chart.</li><li>➤ Create a visual timeline that you can use to plan out tasks and visualize your project timeline including milestones.</li><li>➤ Develop the proper messaging around the project and create a schedule of when to communicate with team members based on deliverables and milestones.</li><li>➤ Identify all foreseeable risks such as unrealistic time, budget cuts, cost estimates, changing requirements and lack of resources.</li></ul>
<b>35. Project Execution</b> <ul style="list-style-type: none"><li>○ Project Kick-Off Meeting</li></ul>	<ul style="list-style-type: none"><li>➤ Inform stakeholders and teams involved of their responsibilities.</li><li>➤ Execute project management plans.</li><li>➤ Set up tracking systems and status meetings.</li><li>➤ Execute task assignments.</li><li>➤ Update project schedule.</li><li>➤ Modify project plans as needed.</li></ul>

### 36. Project Monitoring & Control

- Project Objectives (KPI's)
- Quality Deliverables (KPI's)
- Effort Cost Tracking (KPI's)
- Project Performance (KPI's)

- Measure if the project is on schedule.
- Budget indications if the project will meet stakeholder objectives.
- Determine if specific task deliverables are being met.
- Account for the effort and cost of resources to see if the budget is on track and determine if the project will meet its completion date based on current performance.
- Monitors changes in the project and consider the amount and types of issues that arise and how quickly they are addressed.
- Adjust schedules and resources to ensure the project is on track.

### 37. Project Closure

- Post-Mortem Meeting

- Evaluate what went well in a project and identify project failures.
- Create a project punch list of things that did not get accomplished during the project and work relevant team members to complete them.
- Understand and document lessons learned so that improvements can be made for future projects.
- Perform a final project budget and prepare a final project report.
- Organize small work event for people who participated in the project to thank them for their efforts.
- Collect all project documents and deliverables and store them in a single place.





# Berlington

## Administrative Management Skills for UN Executive Assistants 5 Day Conference

### Registration Form

<b>Johannesburg Conferences Option</b>		<b>Dubai Conferences Option</b>	
<input type="checkbox"/> 17-21 Feb 2020 <input type="checkbox"/> 20-24 April 2020 <input type="checkbox"/> 22-26 June 2020 <input type="checkbox"/> 14-18 Sep 2020 <input type="checkbox"/> 16-20 Nov 2020 The Capital On The Park Hotel, 101 Katherine Street, Sandown, Sandton, <b>Johannesburg, South Africa</b>		<input type="checkbox"/> 2 -6 February 2020 <input type="checkbox"/> 17-21 May 2020 <input type="checkbox"/> 23-27 Aug 2020 Grand Excelsior Hotel Deira (Formerly Shelton Hotel), Al Muteena Street, Deira, <b>Dubai, UAE</b>	
<b>Johannesburg Fee Option</b>		<b>Dubai Fee Option</b>	
<input type="checkbox"/> <b>Option 1:</b> US\$ 3,650 Per Delegate For 5 Day conference including training material, lunch and limited refreshment plus 6 nights hotel bed and breakfast and round-trip airport shuttle. <input type="checkbox"/> <b>Option 2:</b> US\$ 2,600 Per Delegate For 5 Day conference including training material, lunch and limited refreshment.		<input type="checkbox"/> <b>Option 1:</b> US\$ 4,400 Per Delegate For 5 Day conference including training material, lunch and limited refreshment plus 6 nights hotel bed and breakfast and round-trip airport shuttle. <input type="checkbox"/> <b>Option 2:</b> US\$ 3,000 Per Delegate For 5 Day conference including training material, lunch and limited refreshment.	
<b>Organization Details</b>			
Organization Name: .....			
<b>Delegate 1</b>		<b>Delegate 2</b>	
Name: .....		Name: .....	
Position: .....		Position: .....	
Email: .....		Email: .....	
Office #: .....		Office #: .....	
Mobile #: .....		Mobile #: .....	
<b>Delegate 3</b>		<b>Authorizing Manager</b>	
Name: .....		Name: .....	
Position: .....		Position: .....	
Email: .....		Email: .....	
Office #: .....		Office #: .....	
Mobile #: .....		Mobile #: .....	
<b>Payment Method – Electronic Transfer</b>		<b>Registration is not valid without a Signature</b>	
<b>Bank:</b> First National Bank (South Africa) <b>Account Name:</b> Berlington Management Training (Pty) Ltd <b>Account No.:</b> 62494430011 <b>Branch Code:</b> 250655 <b>Swift Code:</b> FIRNZAJJ		..... <b>Signature</b> ..... <b>Date</b> .....	

**Email completed Registration Form to [conferences@berlington.co.za](mailto:conferences@berlington.co.za)**

#### Terms and Conditions

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, participant payments will be credited to any future Berlington event (such credits are available for a year). Berlington 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. Participant Cancellations: All cancellations must be received by Berlington 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 participant 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.