



Administrative Operations Masterclass

Designed for UN Agencies, Governments, International Organizations and Major Corporations that are involved in Regulatory, Compliance or Development Programs

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 Administrative Operations Masterclass is designed for staff who assist key officials with the coordination, interpretation and evaluation of regulatory, compliance or development-oriented matters that have an impact on national development and the execution of goals to develop and maintain standards. Empowering staff to be structured strategic thinkers in aspects of their work is Key in operationalizing their goals towards the organizational strategy. This conference is beneficial to Government Departments, Parastatals, Authorities, other Public and Private Sector organizations that are involved in regulatory, compliance or development focused programs and is designed to enhance the capabilities of participants to ensure adequate and effective standards, monitoring and evaluation compliance, innovation on measures for objectives and preparation of effective strategies for implementation, ancillary to attaining organizational objectives.

Key Learning Objectives

The Administrative Operations Masterclass modules convey the core knowledge and skills needed for participants to better understand and successfully execute day to day duties in an innovative thinking structured manner to enable them to effectively assist key officials to attain organizational objectives in matters that impact on national development and the execution of goals to develop and maintain standards.

- **Analyzing Stakeholders:** Analysis of individuals, groups and organizations who may be impacted or who could influence regulatory, compliance or development program work outcomes
- **Problem Analysis:** Analysis of problems to find solutions to national issues through regulatory, compliance or development programs
- **Objectives Analysis:** Research methodology for objectives, proposals and development and execution of determined solutions
- **Strategy Analysis:** Break-down processes and visualized steps to explore inefficiencies; identify and recommend regulatory, compliance or development program initiatives
- **Logical Framework (Logframe):** Structure the logic of how activities should lead to outputs, which in turn lead to outcomes, and ultimately goals and objectives
- **Monitoring and Evaluation Plan:** Identify and describe indicators to be used to measure success and ability to describe the whole monitoring and evaluation system that will be used to measure the success of a process
- **Progress Reporting:** Provide concise updates of intended achievements against actual achievements

Who Should Attend?

Administrative staff who assists key departments with coordination, interpretation and evaluation on regulatory, compliance and development-oriented matters that have an impact on national development and execution of goals to develop and maintain standards. This includes administrative staff from UN Agencies, Governments, International Organizations and Major Corporations that are involved in Regulatory, Compliance or Development Programs that engage in one way or the other:

- Managers
- Supervisors, Team Leaders & Team Members
- Personal and Executive Assistants
- Project and Support Assistants
- Administrative support to superiors, projects and/or regulation, compliance and development program matters
- Anyone wishing to realize their full potential and contribute meaningfully to their organization

Course Outline Day One

Analyzing Stakeholders

Understanding Stakeholders is key to aligning one's duties to insightful performance as well as determining result-based protocol engagements in regulatory; compliance or development programs to ensure adequate and effective standards; actions on measures for objectives; preparation of effective personal and organizational strategies for implementation and monitoring and evaluation compliance of ancillary activities to attaining objectives. This module will enable participants to identify, influence and strategically engage with key people and groups.

Objective

- Drive results and benefits through effective collaboration
- Improve communication and influencing skills
- Prioritize time and organize resources effectively
- Generate buy-in and cooperation from key stakeholders
- Remove obstacles to progress and success
- Draw on a range of experience and techniques for influencing people
- Develop a reputation as a key player and influencer

Outcome

Research, determine and map out Stakeholders to appropriately assess, categorize and strategically manage their:

- Types of power; Resource, system, reward, coercive, expert, positional and/or personal power
- Interests and expectations
- Social and economic characteristics
- Potential, impact, usefulness, resources, capacities and financial offering
- Status, influence, role and function
- Objections, concerns and conflicts
- Preferred protocol of engagement

Problem Analysis

Discussion and highly interactive hands-on scenario-building activities to generate and choose possible solutions to issues. To enable participants to use structured approaches for identifying problems and their root causes to ensure that attention is focused upon the real issues

Outcome

Informed coordination, interpretation and validation efforts of identified solutions as necessary to establish and recommend to key officials

Objectives Analysis

In order for objectives to be defined, they should reflect solutions to identified problems. Extract skills needed to successfully facilitate understanding of the purpose and results of goals that form the framework for activities aimed at meeting objectives

Outcome

- Graphical identification of necessary solutions and links between solutions for the formation of desired goals that are realistically achievable

Course Outline Day Two

Strategy Analysis

This module conveys the core knowledge and skills needed to successfully draft a realistic Plan that is directly linked to outcomes. Developing a plan that remains relevant, realistic and flexible for any purpose objective in any type of role or organization is key to effectiveness.

- An Overview of Strategic Planning (Vision, Mission, Objectives, Strategies, and Action Plans)
- Developing Vision and Mission Statements
- Creating Objectives
- Developing Successful Strategies
- Developing an Action Plan
- Obtaining Feedback from Stakeholders
- Identifying Action Steps
- Choose the Best Strategic Planning Model and Customize It as You Go Along

Objective

To successfully develop a clear strategy road-map of the difference you want to make in bridge the gap between "where we are" and "where we want to be," while understand the process of how to get there.

Outcomes

- Ability to explain the purposes and benefits of the strategic plan to key officials in the organizations
- Identify the necessary group structures and processes to facilitate for maximum participation, collaboration and engagement to achieve your goals
- Understand how to customize your plan to suit the needs of the organization and the purpose of the objective
- Engage the wisdom and expertise of key officials to strengthen strategic thinking and discussion
- Gain buy-in and commitment of work colleagues to the planning and implementation process
- Reference numerous techniques to support key officials
- Understand how to clarify the critical success factors in a Plan
- Ensure your action plans are highly aligned, integrated and realistic for maximum effect and efficiency in the Plan of Action
- Assist key officials with developing an easy-to-reference Strategic Plan document that contains all of the most beneficial components needed in a specific plan

- Understand how to customize the communication of your Plan to each of your different groups of stakeholders
- Overall, ensure that the Strategy Plan remains relevant, realistic and flexible for the organizational objective

Course Outline Day Three

Writing a Logical Framework Approach (LFA)

Writing a Logical Framework Approach (LFA) is an effective way to plan and manage a process or project because you can see the sequence in which the actions lead to your overall goal or objective. It comprises an integrated package of tools for analyzing and solving planning problems and for designing and managing their solutions (the approach). The product of this analytical approach is the Logical Framework Matrix (Logframe), which summarizes what the process or project intends to do and how, what the key assumptions are, and how outputs and outcomes will be monitored and evaluated. The results of the stakeholder, problem, objectives and strategy analysis are used as the basis for preparing the Logical Framework Matrix. This module conveys the core knowledge and skills needed to successfully contribute to a process or project. We will cover:

- Background to the Approach
- An overview of the Logical Framework Approach (LFA)
- Developing the Logical Framework Approach (LFA)
- Specifying project purpose and sustainable benefits of the purpose
- Defining activities, means, cost, indicators, means of verification, pre-conditions assumptions and costed for the purpose of budgeting

Objectives

- Understand the objective results that will be achieved
- Map out and understand objectives and their causal relationships
- Determine whether objectives have been achieved
- Identify external factors (assumptions and risks) that may influence the process or project's success

Outcomes

- Ability to assist in writing out the structure of the logic of how activities should lead to outputs, which in turn lead to outcomes, and ultimately goals and objectives
- Ability to write proposals using Logical Framework Matrix information
- Core knowledge and skills needed to successfully assist in a process or project
- Understanding of how the results of the stakeholder, problem, objectives and strategy analysis are used as the basis for preparing the Logical Framework Matrix
- Understanding of the planning methodology of Logical Framework Approach including knowledge of the Analysis and Design processes
- Ability to detail specifics of each activity to allow for complete clarity as to what is to be done, and to allow for budgeting
- Ability to describe the necessary resources required for the successful implementation of the activities
- Ability to define assumptions, such as Political conditions, which are factors outside the control of activities
- Understanding and being able to implement the structures and formats required for implementation of processes or projects

Course Outline Day Four

Designing Monitoring and Evaluation Plan

This module conveys the core knowledge and skills needed to successfully formulate a Monitoring and Evaluation system with all the indicators, tools and processes that you will use to measure if a process or program has been implemented according to the plan (monitoring) and is having the desired result (evaluation). You will gain the ability to write a Monitoring and Evaluation Plan for tracking activities, outputs and outcomes.

Course Outline Day Five

Progress Reporting

This module conveys the core knowledge and skills needed to successfully write progress reports that express relevance and readability to those involved in the feedback reporting chain whilst fulfilling one or more of the following four different, and sometimes related, functions to 1) Serve as control to ensure that all departments are functioning properly; 2) Give information; 3) Provide an analysis; and 4) Persuade others to act. You will gain the ability to identify significant deviations from plan, as a basis for identification of problems and opportunities, to identify corrective action and alternatives.



Berlington

Administrative Operations Masterclass

5 Day Conference

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