

AI-Powered Administrative Management Masterclass

Transforming Administrative Staff into High-Impact, AI-Enabled Business Partners

5 Day Workshop Designed for UN Agencies, Public & Private Sectors



24 to 28 August 2026

The Capital On The Park Hotel, 101 Katherine Street,
Sandown, Sandton

Johannesburg, South Africa

7 to 11 September 2026

Lemigo Hotel, KG 624 St,
Kimihurura-Rugando

Kigali, Rwanda

AI-Powered Administrative Management Masterclass

Transforming Administrative Staff into High-Impact, AI-Enabled Business Partners

Overview

Administrative professionals sit at the centre of organisational execution, managing communication, coordination, documentation, and information flow across teams.

However, in today's fast-paced environment, they face increasing pressure to:

- Deliver faster turnaround times
- Manage higher workloads with fewer resources
- Support multiple executives simultaneously
- Maintain accuracy, professionalism, and responsiveness

Much of this work remains **manual, repetitive, and time-intensive**, limiting their ability to contribute at a higher, more strategic level.

At the same time, the emergence of AI tools like ChatGPT presents a significant opportunity, yet most organisations are **not fully leveraging it in a structured, role-specific way**.

The Strategic Gap This Programme Solves

- Most AI training programmes focus on tools.
- Most soft skills programmes focus on behaviour.
- ✓ **This programme integrates both, deliberately and practically.**

It equips administrative professionals to:

- ✓ Use AI to **automate routine work**
- ✓ Apply critical soft skills to **elevate output quality**
- ✓ Transition from task execution to **decision support and strategic contribution**

What Makes This Programme Different

1. AI + Human Capability Integration

Participants do not just learn how to use AI but they also learn how to:

- ✓ Communicate with executive-level professionalism
- ✓ Apply critical thinking to AI-generated outputs
- ✓ Structure information for decision-making
- ✓ Operate with planning, coordination, and foresight
- ✓ Think and act with business and strategic awareness

This ensures that AI adoption leads to **better outcomes and not just faster outputs**.

2. Immediate Workplace Application

This is not theoretical training.

Participants work on their **actual job tasks during the programme**, including:

- ✓ Real inboxes and calendars
- ✓ Existing reports and meeting minutes
- ✓ Upcoming events and travel plans
- ✓ Live executive requests and research tasks
- ✓ **Result:** Immediate productivity gains during the training itself.

3. Measurable Return on Investment (ROI)

By the end of the programme, participants will be able to demonstrate:

- ✓ **Up to 80% reduction in time spent on document creation**
- ✓ Faster response times to executive and stakeholder requests
- ✓ Improved quality and consistency of communication
- ✓ Reduced scheduling conflicts and operational inefficiencies
- ✓ Structured reporting of time and cost savings

Participants leave with tools to **quantify and report their impact**, enabling HR and leadership to clearly see the value delivered.

4. Role Elevation: From Administrative Support to Strategic Partner

The programme is designed to shift administrative roles from:

- ✓ Reactive → Proactive
- ✓ Task-based → Value-driven
- ✓ Operational → Strategic

Participants gain the capability to:

- ✓ Provide insights, not just information
- ✓ Support decision-making, not just execution
- ✓ Contribute to cost efficiency and operational effectiveness

Business Impact for the Organisation

Organisations that implement this programme can expect:

Operational Efficiency

- ✓ Reduced administrative bottlenecks
- ✓ Faster turnaround times across functions
- ✓ Improved coordination and workflow management

Enhanced Communication Quality

- ✓ More professional, consistent, and executive-ready outputs

- ✓ Reduced miscommunication and follow-up cycles

Improved Decision Support

- ✓ Faster access to structured, relevant information
- ✓ Better-quality reports and summaries for leadership

Cost and Time Savings

- ✓ Significant reduction in manual work
- ✓ Increased productivity without increasing headcount

Future-Ready Workforce

- ✓ Staff equipped to work effectively alongside AI
- ✓ Increased adaptability in a rapidly evolving work environment

Programme Outcome

By the end of the 5-day masterclass, participants will not only:

- ✓ Work faster
- ✓ Produce higher-quality outputs
- ✓ Manage workloads more effectively

They will also be able to:

- ✓ Demonstrate measurable value
- ✓ Communicate at an executive level
- ✓ Operate as strategic enablers within the organisation

Why HR Directors Approve This Programme

This programme directly addresses three critical organisational priorities:

- ✓ **Productivity Improvement:** Enables employees to do more in less time with higher quality.
- ✓ **Digital Transformation:** Provides practical, role-specific adoption of AI tools like ChatGPT.
- ✓ **Capability Development:** Builds essential soft skills required for modern, high-performance workplaces.

Workforce Transformation Intervention

This is not just an AI training programme. This is a **workforce transformation intervention**.

It equips administrative professionals with the tools, skills, and mindset required to:

- ✓ Increase efficiency
- ✓ Improve organisational communication
- ✓ Support leadership more effectively

- ✓ Deliver measurable business value

Ideal Participants

This programme is designed for:

- Executive Assistants (EAs)
- Personal Assistants (PAs)
- Administrative Assistants
- Office Administrators
- Team Coordinators
- Programme Support Staff

What is Included

- ✓ No technical skills needed.
- ✓ **50+ Admin Automations:** Email, diary, travel, minutes, events, reporting - all tested in African offices.
- ✓ **Confidentiality Module:** POPIA-safe prompting. What to never paste about your boss or company.
- ✓ **Phone-First Workflows:** When without laptop or desktop. Works on WhatsApp, mobile.
- ✓ **Tools You Already Have:** Optimised for Outlook, Gmail, Word, Excel, Teams and Zoom without adding new software.

Your Investment

- **Attendance Fee:** US\$2,600
- ✓ **Early Bird:** US\$2,200 before 10 July 2026
- ✓ **Group Rate:** 3+ Delegates = 15% off
- ✓ **Risk-Free Guarantee:** If you do not save 5+ hours in your first week back, we will coach you 1:1 until you do.
- ✓ **Limited to 30 seats** to ensure 1:1 hands-on support.
- **Apply by:** 10 August 2026
- **Venue:** Sandton Convention Centre, Johannesburg.
- ✓ **The future won't wait. Will you?** Complete the Registration Form on page 3 now!
- **Questions?** WhatsApp +27 83 682 3630 or Email ai-admin-support@berlington.co.za

Day 1: Professional Communication & Executive Presence

Conquer the Inbox & Calendar Chaos

AI can draft emails, but *how* messages are positioned, toned, and prioritised reflects the organisation's professionalism and leadership alignment.

Outcome

Reach inbox zero while communicating with clarity, professionalism, and executive-level confidence.

Build

- ✓ Email triage systems with tone adaptation (formal, diplomatic, assertive)
- ✓ Executive-level meeting briefs with clear messaging hierarchy
- ✓ Follow-up messages that drive action (not confusion)
- ✓ Travel itineraries with stakeholder-focused communication

Automate

- ✓ Daily executive briefings with prioritised messaging
- ✓ Conflict-aware calendar communication
- ✓ Polite decline emails that preserve relationships

Soft Skill Integration

- ✓ Writing with **clarity, tone, and influence**
- ✓ Communicating on behalf of executives with **credibility**
- ✓ Managing upward communication professionally

Take Home

- ✓ "Diary Defuser" prompt kit + communication tone templates
- ✓ Email frameworks aligned to executive expectations

Practical

- ✓ Clear your real inbox live
- ✓ Most participants achieve inbox zero before lunch

Day 2: Attention to Detail & Business Writing Excellence

Documents, Minutes & Reports on Autopilot

AI accelerates output but **accuracy, structure, and professionalism** determine whether outputs are usable at executive level.

Outcome

Reduce document creation time by 80% while producing **high-quality, decision-ready outputs**.

Build

- ✓ Structured meeting minutes that capture decisions & accountability
- ✓ Board packs with executive-level clarity
- ✓ SOPs and reports with logical flow and precision

Automate

- ✓ Convert rough notes into polished, professional documentation
- ✓ Draft contracts, memos, and reports with consistency

Soft Skill Integration

- ✓ **Precision and accuracy in documentation**
- ✓ Structuring information for **decision-making**
- ✓ Writing with **clarity, logic, and professionalism**

Take Home

- ✓ "Document Factory" with 20 high-quality templates
- ✓ Business writing frameworks for executive environments

Practical

- ✓ Bring your last messy minutes
- ✓ Leave with them fully structured, formatted, and action-driven

Day 3: Planning, Coordination & Problem-Solving

Events & Travel Management

Events and travel failures are **high-risk, high visibility**. AI helps but success depends on **anticipation, organisation, and decision-making under pressure**.

Outcome

- ✓ Plan seamless events and travel experiences with **proactive coordination and zero last-minute chaos**.

Build

- ✓ Agendas aligned to business objectives
- ✓ Vendor comparisons with structured evaluation criteria
- ✓ Travel plans with contingency scenarios

Automate

- ✓ Event run-sheets and timelines
- ✓ Attendee communications and updates
- ✓ Post-event summaries and reporting

Soft Skill Integration

- ✓ **Proactive planning and foresight**
- ✓ Coordinating multiple stakeholders effectively
- ✓ Solving problems before they escalate

Take Home

- ✓ "Event Planner OS" + travel policy checker
- ✓ Planning checklists used by top-tier admin professionals

Practical

- ✓ Plan a real upcoming event or trip end-to-end

Day 4: Critical Thinking & Information Management

Be the Information Hub & Not the Bottleneck

AI can generate information, but **judgment, filtering, and relevance** determine business value.

Outcome

- ✓ Provide fast, accurate, and insightful information without dependency on others.

Build

- ✓ Research briefs with actionable insights
- ✓ Supplier vetting frameworks
- ✓ Policy lookups and summaries

Automate

- ✓ Weekly office updates
- ✓ FAQ libraries and knowledge systems
- ✓ Data summaries and executive briefs

Soft Skill Integration

- ✓ **Critical thinking and decision support**
- ✓ Evaluating credibility of information
- ✓ Synthesising data into meaningful insights

Take Home

- ✓ "Admin Intelligence Desk" prompt system
- ✓ Frameworks for rapid research and analysis

Practical

- ✓ Respond to a real executive request with a 1-page brief in minutes

Day 5: Strategic Thinking & Business Acumen

From Support to Strategic Partner

This is the **core justification for funding the programme**. Transforming administrative roles into **value-generating business partners**.

Outcome

- ✓ Demonstrate measurable value and operate with a strategic mindset.

Build

- ✓ Budget trackers and cost-saving tools
- ✓ Vendor scorecards and evaluation systems
- ✓ Office dashboards for performance tracking

Automate

- ✓ Monthly operational reports
- ✓ Cost-saving insights and recommendations
- ✓ Executive-ready summaries

Soft Skill Integration

- ✓ **Thinking strategically, not just operationally**
- ✓ Understanding business priorities and metrics
- ✓ Communicating value in financial and performance terms

Take Home

- ✓ Personal "Office Copilot" system
- ✓ 90-Day Strategic Elevation Plan

Practical

- ✓ Build a real report showing time and cost savings delivered

AI-Powered Administrative Management Masterclass

5 Day Workshop

Registration Form

Select Date & Venue

- 24 to 28 Aug 2026** - The Capital On The Park Hotel, 101 Katherine Street, Sandton, **Johannesburg, South Africa**
- 7 to 11 Sep 2026** - Lemigo Hotel, KG 624 St, Kimihurura-Rugando, **Kigali, Rwanda**

Select Fee Option

- Option 1:** 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.
- Option 2:** US\$ 2,600 Per Delegate for the 5-Day conference including training material, lunch, and limited refreshment and round-trip airport shuttle.

Organization Details

Organization Name:

Delegate 1

Name:
 Position:
 Email:
 Mobile #:

Delegate 2

Name:
 Position:
 Email:
 Mobile #:

Delegate 3

Name:
 Position:
 Email:
 Mobile #:

Delegate 4

Name:
 Position:
 Email:
 Mobile #:

Delegate 5

Name:
 Position:
 Email:
 Mobile #:

Delegate 6

Name:
 Position:
 Email:
 Mobile #:

Authorizing Manager

Name:
 Position:
 Email:
 Mobile #:

Registration is not valid without Authorizing Signature

.....
 Signature Date

Email completed Registration Form to conferences@berlington.co.za to secure your booking.

Terms and Conditions

Payment Terms: Payment must be completed 7 days from the date of invoice. Admission to the 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 do 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.