



Professional Administrative Development For UN Administrative Assistants

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

Administrative assistants need a strong set of essential skills to enable them to more efficiently and effectively manage their work environment and ensure their success in their critical role and the success of their managers and other team members who depend on them for support. Managing your workload to meet your boss's and/or team's expectations is of high priority to effectively perform your assisting roles and responsibilities to satisfactorily serve them. With technology advancing and the world rapidly changing, it is only logical that the skillset needed as an assistant is updated as well.

If you have the desire and potential to improve your current skills in performing your roles and responsibilities with new age digital era skills, this event is for your serious consideration. As an essential member of the organization, the effective assistant must deliver and maintain high levels of service by developing the critical competencies that will ensure they effectively add value and be valued. **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.**

Learning Outcomes

Day One: The Role of the Executive Assistant - Explore modern-day ways to coordinate and control a full range of business support services to management, units and stakeholders to ensure that services are delivered effectively.

- ❖ **Modules:** 1) Selflessness; 2) Customer Service; 3) Dependability; 4) Adaptability and Willingness to Improve; 5) Attentiveness; 6) Self-Leadership and Taking Responsibility; 7) Crisis Management and Tolerance to Change and Uncertainty; 8) Giving Feedback and Quality Awareness; 9) Professionalism and Confidentiality; 10) Collaboration; 11) Interpersonal Relationships; & 12) Dealing with Difficult People.

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:** 13) Projecting a professional image; 14) Forms of address and titles; 15) Meeting and event seating protocol and order of precedence; 16) Dining etiquette; 17) Planning official VIP visits; & 18) Cultural Intelligence.

Day Three Organization Skills for Administrative Professionals - Explore specific actions an administrative assistant can take to improve administrative support to their boss to ensure the smooth and efficient functioning of the office.

- ❖ **Modules:** 19) Working with Your Boss; 20) Office Management; 21) Time Management; 22) Stress Management; 23) Calendar Management, Planning and Scheduling; 24) Delegating Skills; 25) Meeting and Minutes Management; 26) Crisis Management; 27) Critical Thinking and Problem-Solving; 28) Budgeting and Control; 29) Information Management; & 30) Ethics and Code of Conduct.

Day Four: Communication Strategies for Administrative Professional - Explore tried and tested methods to bridge smooth communication and integration between the Executive Office and units, as well as internal and external programs.

- ❖ **Modules:** 31) Verbal and Non-Verbal Communication; 32) Interpersonal Communication; 33) Receiving Instructions; 34) Giving Instructions; 35) Presentation Skills; 36) Body Language; 37) Telephone Etiquette; & 38) Professional Written Communication.

Day Five: Microsoft Office Essentials: Outlook 2016 Essentials - Facilitate professional and concise support services using enhanced Microsoft Office knowledge.

- ❖ **Modules:** 39) Outlook 2016 Essentials; 40) Word 2016 Essentials; 41) PowerPoint 2016 Essentials; & 42) Excel 2016 Essentials.

Who Should Attend?

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

Day 1

The Role of the Executive Assistant

Objectives

- Explore methods that improve how to provide dedicated executive assistant support to the Executive Office.
- Explore modern-day ways to coordinate and control a full range of business support services to your boss, multiple managers, units and stakeholders to ensure that services are delivered effectively.
- Develop and outline a Professional Development Action Plan to stimulate a renewed sense of purpose and passion to improve Executive Assistant support services.

Learning Outcomes

- Examine, describe and appreciate the evolving role of the administrative Assistant.
- Identify and demonstrate strategies necessary to appropriately make your boss's priorities your priorities.
- Identify and analyze solutions to challenges that the Executive Assistant faces in support services.
- Demonstrate initiative and entrepreneurship to support and manage the Executive Office.
- Understand how to use assistant support strategies to effectively render top notch support services to an executive, multiple managers, units and stakeholders.

Module	Outcome
1. Selflessness	➤ Placing needs of your Boss's objectives above your own.
2. Customer Service	➤ Delivering of professional timely assisting support services.
3. Dependability	➤ Commitment to delivery of consistent and stable reliable assisting services.
4. Adaptability and Willingness to Improve	➤ Openness to new ideas and flexibility to learn.
5. Attentiveness	➤ Acquire methods to anticipate support needs and expectations
6. Self-Leadership and Taking Responsibility	➤ Flexibility to adjust and appropriately respond to demands
7. Crisis Management and Tolerance to Change and Uncertainty	➤ Cope with difficult situations in the best possible way.
8. Giving Feedback and Quality Awareness	➤ Effectively facilitate information and action used to adjust and improve current and future actions.
9. Professionalism and Confidentiality	➤ Strict secrecy know-how to build and develop trust.
10. Collaboration	➤ Partnering in idea sharing and thinking to meet goals.
11. Interpersonal Relationships	➤ Understanding other's views to develop close associations.
12. Dealing with Difficult People	➤ Clearly understand what they want to gain or avoid.

Case Study

- How and why an assistant must relate their roles and responsibilities to the objectives of their Boss.

Group Learning Activities

1. Group SWOT Analysis to **identify and discuss challenges in participant current workflows.**
2. Forming **Professional Development Action Plan** to develop a renewed sense of purpose and passion to improve Executive Assistant support services.
3. Group discussion and sharing strategies of **assistant support to exceed the expectations of a boss.**
4. Exercise to establish strategies to action and **manage multiple manager needs and expectations.**
5. Group exercise to establish strategies to **serve as effective liaison** between your Boss and internal and external stakeholders.

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

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 13, 14, 15 and 16.
2. **Discussions:** To share templates and methods of achieving outcomes for module 17.
3. **Cultural Awareness Teambuilding Trip:** In designated areas of the city of Johannesburg/Dubai to contribute to achieving outcomes for module 18.

Day 3

Organization Skills for Administrative Professionals

Objectives

- Explore specific actions an administrative assistant can take to improve administrative support to their boss to ensure the smooth and efficient functioning of the office.
- self-assessment to determine personality, skills and values to support the Executive Office.
- Practice skills to improve the timely coordination and control of a full range of assisting services of an executive office, to ensure the effective functioning of administrative support to internal and external relations activities.

Learning Outcomes

- Identify and demonstrate strategies to fully comply to administrative procedures, rules, regulations and systems.
- Identify and analyze solution methods to challenges of planning, prioritizing and scheduling each day's activities.
- Demonstrate initiative and entrepreneurship to effectively manage a calendar, schedule of appointments and meetings, arrange travel/hotel accommodations and other logistics.

Module	Outcome
19. Working with Your Boss	➤ Provide dedicated executive assistant support to the executive office.
20. Office Management	➤ Manage resources, operations and coordination of daily activities.
21. Time Management	➤ Tools to prioritize work to spend the right time on the right activities.
22. Stress Management	➤ Tools for smooth and efficient functioning of the executive office.
23. Calendar Management, Planning and Scheduling	➤ Coordinate, support, management and arranging adjustments when unexpected cancellations or changes arise to ensure timely delivery.
24. Delegating Skills	➤ Create the time and ability to focus on higher-level tasks.
25. Meeting and Minutes Management	➤ Support the preparation and organization of meetings, workshops, communication and information dissemination.
26. Crisis Management	➤ Informed judgment in dealing with unforeseen problems.
27. Critical Thinking and Problem-Solving	➤ Tools to demonstrate initiative to independently handle queries in an effective way.
28. Budgeting and Control	➤ Creating a budget and comparing budget to actual expenses
29. Information Management	➤ Organized information that is readily available and compliant.
30. Ethics and Code of Conduct	➤ Exploring and implementing confidentiality guidelines.

Case Study

- How and why timely coordination and control of support services are key to your boss meeting their objectives.

Group Learning Activities

1. **Discussion Activity:** To examine, demonstrate and share methods to effectively manage a calendar, schedule of appointments and meetings, travel and hotel accommodation arrangements and other logistics.
2. **Prioritizing and Scheduling Techniques Activity:** To prioritize work to spend the right time on the right activities.
3. **Dealing with Time Wasters Activity:** To examine and explore how to best deal with Time Wasters.
4. **Delegation Skills Activity:** To create the time and ability to focus on higher-level tasks.
5. **Problem-Solving and Creative Thinking Activities:** Mind mapping and creative thinking - Cut that Cake.

Self-Assessments

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

Day 4

Communication Strategies for Administrative Professionals

Objectives

- Facilitate professional and concise interaction that bridges smooth communication and integration between the executive office, units and stakeholders.

Learning Outcomes

- Identify and demonstrate communication strategies that boost efficient and effective collaborative synergy.
- Identify and analyze solutions to interpersonal, cultural, racial and gender communication challenges.
- Demonstrate professionalism and competence to appropriately manage information and communication engagements with and between management, units and stakeholders to ensure that objectives are effectively delivered.

Module	Outcome
31. Verbal and Non-Verbal Communication	➤ Identify barriers to communication, explore and demonstrate techniques to get the message across.
32. Interpersonal Communication	➤ Create shared synergy and manage personalities to meet goals.
33. Receiving Instructions	➤ Understanding active listening and asking good questions and appreciative inquiry.
34. Giving Instructions	➤ Communicate the appropriate message for given situation.
35. Presentation Skills	➤ Organize information into presentations or create them from scratch.
36. Body Language	➤ Using body language to positively enhance communication interaction.
37. Telephone Etiquette	➤ Improve the reflection of your professionalism and competence.
38. Professional Written Communication	➤ Understand techniques in writing Minutes, E-mails, Business Letters, Business Proposals, and Business Reports, Request for Proposals, Projections, Executive Summaries, and Business Cases

Case Study

- How and why ineffective communication is detrimental to efficient and effective collaborative synergy.

Group Learning Activities

1. **Follow All Instructions Activity:** Group activity to see how you will actively listen and follow instructions given.
2. **Effective Feedback Skill Practice Activity:** An overview of effective and ineffective feedback activity for practicing giving effective feedback.
3. **Back to Back Communication Activity:** Activity to highlight the importance of asking questions for effective communication.
4. **Communication Skills - Room 101 Activity:** Practice persuasive skills in a competitive fun debate focusing on communication skills like choosing positive language, being passionate and enthusiastic about your case.
5. **Paper Shapes Activity:** To point out the importance of two-way communication in the workplace.
6. **Power of Body Language Activity:** To demonstrate that body language speaks louder than words.
7. **Written Communication Activity:** To assess understanding of Professional Written Communication module.

Self-Assessments

- 1) **People Skills;** 2) **Communications Skills;** 3) **Listening Skills;** 4) **Feedback Skills;** 5) **Delegation Skills;** 6) **Presentation Skills;** and 7) **Telephone Skills.**

Day 5

Microsoft Office Essentials

Objectives

- Facilitate professional and concise support services using enhanced Microsoft Office knowledge.

Learning Outcomes

- Participants will create documents that demonstrate proficiency in the use of word processing, spreadsheet, database, and presentation applications.

Module	Outcome
39. Outlook 2016 Essentials	<ul style="list-style-type: none">➤ Manage messages.➤ Manage schedules.➤ Manage contacts and groups.➤ Manage the Outlook Environment.
40. Word 2016 Essentials	<ul style="list-style-type: none">➤ Create and Manage professional documents.➤ Format Text, Paragraphs, and Sections.➤ Create Lists and Tables.➤ Insert and Format Graphic Elements.➤ Create and Manage References.➤ Create Mail Merge for sending out personalized correspondence to many people, like an invitation with one click of the send button.
41. PowerPoint 2016 Essentials	<ul style="list-style-type: none">➤ Create and manage presentations.➤ Insert and format text, shapes and images.➤ Insert tables, charts, smartart, and media.➤ Apply transitions and animations.➤ View slideshows and work with multiple presentations.
42. Excel 2016 Essentials	<ul style="list-style-type: none">➤ Create and manage worksheets and workbooks.➤ Manage data cells and ranges.➤ Create tables.➤ Perform operations with formulas and functions.➤ Use quick analysis, charts and objects.

Case Study

- How and why proper email management is key to getting work done.

Group Learning Activities

1. **Outlook:** Manage messages.
2. **Word:** Create a professional document.
3. **PowerPoint:** Create a professional presentation.
4. **Excel:** Create professional worksheets and workbooks.



Berlington

Professional Administrative Development for UN Administrative Assistants 5 Day Conference

Registration Form

Johannesburg Conferences Option	Dubai Conferences Option
<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, Johannesburg, South Africa	<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, Dubai, UAE

Johannesburg Fee Option	Dubai Fee Option
<input type="checkbox"/> 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. <input type="checkbox"/> Option 2: US\$ 2,600 Per Delegate For 5 Day conference including training material, lunch and limited refreshment.	<input type="checkbox"/> Option 1: 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"/> Option 2: US\$ 3,000 Per Delegate For 5 Day conference including training material, lunch and limited refreshment.

Organization Details

Organization Name:

Delegate 1	Delegate 2
Name:	Name:
Position:	Position:
Email:	Email:
Office #:	Office #:
Mobile #:	Mobile #:

Delegate 3	Authorizing Manager
Name:	Name:
Position:	Position:
Email:	Email:
Office #:	Office #:
Mobile #:	Mobile #:

Payment Method – Electronic Transfer	Registration is not valid without a Signature
Bank: First National Bank (South Africa) Account Name: Berlington Management Training (Pty) Ltd Account No.: 62494430011 Branch Code: 250655 Swift Code: FIRNZAJJ Signature Date

Email completed Registration Form to 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.