



Berlington

# Programme Management & Administration Masterclass

5 Day Conference

Designed for UN Agencies, Public & Private Sector



10-14 February 2020 | 20-24 July 2020 | 19-23 October 2020

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

26 -30 January 2020 | 31 May-04 June 2020 | 9-13 August 2020

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

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## Overview

This 5-day event is designed to equip participants to proactively and effectively serve as focal point for providing assistance in support of administrative coordination of project implementation activities, involving the monitoring and evaluation of projects to ensure timely and effective delivery that is consistent with organizational objectives. Participants will apply all session principles to a work-related case study taken directly from their work environment.

## Learning Outcomes

- **Project Management** - Understanding the basics of Project Management to proactively Provide programme, administrative and general office support and assistance to the management team.
- **Project Communications and Stakeholder Management** - To appropriately serve as focal point for administrative coordination of programme/project implementation activities, involving extensive liaison with diverse organizational units.
- **Team Collaboration Strategies** - Work collaboratively with colleagues to bridge smooth communication and integration between the Executive Office and internal programs and units.
- **Administrative Support, Office Management, Planning and Organizing** - Develop clear goals that are consistent with agreed strategies; identify priority activities and assignments; adjust priorities as required; allocate appropriate amount of time and resources for completing work; foresee risks and allow for contingencies when planning; monitor and adjust plans and actions as necessary; use time efficiently.
- **Supply Chain and Logistics Management** - Liaise, coordinate and provide logistics support to ongoing operations with other units by identifying, mobilizing resources, implementing and reporting on special logistics operations.
- **Financial Planning, Budgeting and Control** - Coordinate with finance and budget staff on issues related to financial reporting.
- **Excel for Data Analysis and Reporting** - Draft correspondence on budget-related issues and prepare and update periodic financial reports, briefing notes, graphic and statistical summaries and accounting spreadsheets.
- **Report and Proposal Business Writing** - Professionally draft periodic and ad hoc correspondence and communications related to all aspects of programme administration, reporting and proposals.
- **Presentation Skills and PowerPoint Presentations** - Overcoming Nervousness; Body Language; and Create Compelling PowerPoint Presentations.

## Training Methodology

- Our trainers will use a combination of interactive activities, group and individual exercises, case studies, role plays, videos and discussions along with formal inputs.

## Target Audience

- Programme Associates and Assistants
- Programme Management Associates and Assistants
- Administrative Assistants
- Finance and Budget Assistants
- Senior Logistics Assistants
- Personal Assistance
- Staff, Supply and Team Assistants

## Day One

### Project Management

The objective of this session is to give participants a clear understanding of the basics of Project Management with an aim of giving them a better perspective of how to improve their ability to coordinate with the relevant parties to provide programme, administrative and general office support and assistance to the management team.

- **Key Concepts of Project Management** - What is a Project? What is Project Management? What is a Project Manager? About the Project Management Institute (PMI); About the Project Management Body of Knowledge (PMBOK); The Five Process Groups; The Nine Knowledge Areas; and The Triple Constraint
- **Initiation** - Identifying Your Stakeholders; Assessing Needs and Wants; Setting a SMART Project Goal; Creating Requirements and Deliverables; Creating a Statement of Work; Completing the Project Planning Worksheet; and Completing the Project Charter
- **Planning** - Managing Expectations; Creating a Task List; Estimating Time; Estimating Resources; Estimating Costs; Building the Work Breakdown Structure; Creating the Schedule; Creating a Risk Management Plan; and Creating a Communication Plan
- **Planning Tools** - The Gantt Chart; The Network Diagram; Using a RACI Chart; and Going the Extra Mile: Microsoft Project
- **Executing the Project** - Establishing Baselines; Monitoring Project Progress; and Triple Constraint Reduction Methods
- Maintaining and Controlling a Project; Making the Most of Status Updates; Managing Change; and Monitoring Risks
- **Closing Out** - Preparing for Closeout; Celebrating Successes; Learning from Project Challenges; Scope Verification; and A Final To-Do List

## Day Two

### Project Communications and Stakeholder Management

This session focuses on both improving the efficiency and effectiveness of all project-related communications, from initial planning through closure. It also examines best practices for identifying and engaging stakeholders, a critical component for successful project. Participants will apply all session principles to a work-related case study taken directly from their work environment.

- **Project Communications Management Overview** - Communication Dimensions; Communication Skills; Project Communication Management Processes; Project Stakeholder Management Overview; Project Stakeholder Management Processes; Interpersonal Communications; Take a Communications Strengths Inventory; and Communication Styles
- **Initiating Processes** - Identify Stakeholders Overview; Stakeholder Analysis; Stakeholder Classification Models; Salience Model; Stakeholder Register; Create a Stakeholder Register
- **Planning Processes** - Plan Communications Management Overview; Communications Management Plan; Common Project Management Communication Documents; Communication Tools; Create a Communications Management Plan; Virtual Team Communications; Virtual Teams Technologies; Virtual Teams Best Practices; Plan Stakeholder Engagement; Analytical Techniques; Stakeholder Engagement Plan Sample Content; Create a Stakeholder Engagement Plan
- **Executing Processes** - Manage Communications; Communication Methods; Communication Model; Communication and Active Listening; Three Crucial Elements of Negotiations; Conduct a Win-Win Negotiation; Communicating Bad News; ; Improving Your Body Language; Verbal Communication; Public Speaking; Audience

Involvement; Written Communications; Email Guidelines; Create a PowerPoint Presentation; Manage Stakeholder Engagement; and Review an Issue Log

- **Monitoring and Controlling Processes** - Monitor Communications; Performance Reporting; and Monitor Stakeholder Engagement

## Day Three

### Team Collaboration Strategies

This session tackles barriers to communicate effectively within the team. It is essential that participants learn how to facilitate professional and concise internal interaction that bridges smooth communication and integration between team members and internal programs and units. Participants will apply all session principles to a work-related case study taken directly from their work environment.

- Understand what communication really is.
- Identify ways that communication can happen within the organization.
- Identify barriers to communication and how to overcome them.
- Develop verbal communication skills that are targeted to the team member that you are speaking to.
- Ask questions and listen actively and effectively in a way that will suit the team member that you are speaking to.
- Use appreciative inquiry as a communication tool to avoid misunderstanding in instructions.
- Adeptly converse and network with team members depending on their communication preferences for better collaborative work.

### Administrative Support, Office Management, Planning and Organizing

This session focuses on Administrative Support, Office Management, Planning and Organizing aspects for participants to appropriately serving as focal point for administrative coordination of programme/project implementation activities, involving extensive liaison with diverse organizational units. Participants will apply all session principles to a work-related case study taken directly from their work environment.

- Develop clear goals that are consistent with agreed strategies.
- Identify priority activities and assignments.
- Adjust priorities as required.
- Allocate appropriate amount of time and resources for completing work.
- Foresee risks and allow for contingencies when planning.
- Monitor and adjust plans and actions as necessary.
- Use time efficiently.
- Manage a chaotic workload.
- Develop resourcefulness, coordination and creative thinking in getting tasks done through multi-tasking.
- Manage Email Messages by Using Rules.

## Day Four

### Supply Chain and Logistics Management

- **Why Supply Chain Management?** - Customer Satisfaction; Improving Performance; Lowering Costs; Product Development; Case Study
- **Key Terms** – Procurement; Upstream and Downstream; Raw Material; Forecasting; Carrying Cost; Case Study
- **Inventory** - Order Generation; Order Taking; Order Fulfillment; Returns Management; Case Study

- **Three Levels of Supply Chain Management** - Strategic level; Tactical level; Operational Level; Bullwhip Effect; Case Study
- **Five Stages of Supply Chain Management** – Plan; Source; Make; Deliver; Return; Case Study
- **Logistics** - The Product Flow; The Information Flow; The Finances Flow; Data Warehouses; Case Study
- **Inventory Management** - Levels of Inventory; Just-In-Time Inventory; Keeping Accurate Records; Inventory Calculator; Case Study
- **Supply Chain Groups** - The Suppliers; The Producers; The Customers; The Customer’s Customers; Case Study
- **Tracking and Monitoring** – Dashboard; RFID’s; Alert Generation; Stock Keeping Unit (SKU); Case Study
- **Supply Chain Event Management** - Inventory Alerts; Supplier Alerts; Bottlenecking; Being Proactive; Case Study

## Day Five

### **Financial Planning, Budgeting & Control**

This session will focus on how participants can better coordinate with finance and budget staff on issues related to financial reporting. Participants will apply all session principles to a work-related case study taken directly from their work environment.

- Basic Bookkeeping
- Reasons for Budgeting
- Creating a Budget
- Comparing Budget to Actual Expenses

### **Excel 2016 Essentials**

This session will focus on how participants can improve in drafting correspondence on budget-related issues and prepare and update periodic financial reports, briefing notes, graphic and statistical summaries and accounting spreadsheets. Participants will apply all session principles to a work-related case study taken directly from their work environment.

- 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



# Berlington

## Programme Management & Administration Masterclass 5 Day Conference

### Registration Form

<b>Johannesburg Conferences Option</b>		<b>Dubai Conferences Option</b>	
<input type="checkbox"/> 10-14 Feb 2020 <input type="checkbox"/> 20-24 July 2020 <input type="checkbox"/> 19-23 Oct 2020 The Capital On The Park Hotel, 101 Katherine Street, Sandown, Sandton, <b>Johannesburg, South Africa</b>		<input type="checkbox"/> 26 -30 Jan 2020 <input type="checkbox"/> 31 May-04 Jul 2020 <input type="checkbox"/> 9-13 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.