

THE HIGH PERFORMANCE PA OR ADMINISTRATOR: ESSENTIAL SKILLS

COURSE DATE

7 - 9 November 2018

COURSE DURATION

3 days – 08:30 to 16:30 daily

COURSE FEES

R12 985 (excl. VAT) per delegate

5% discount
for enrolment 2 weeks
prior to course date

WHAT'S INCLUDED

Provision of the course by AstroTech includes:

- Dynamic and knowledgeable facilitators
- Notepad and pen
- Training file and Electronic Copy of course material
- High quality training venue
- Parking
- A course attendance certificate
- Lunch and refreshments

REGISTRATION DEADLINE

Your completed enrolment form must be received prior to the start of the scheduled course.

TEL 011 582 3222 / 0861 ASTROTECH
FAX 011 582 3201

E-MAIL TRAINING@ASTROTECHTRAINING.CO.ZA
PRIVATE BAG X80500 HOUGHTON 2041

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WWW.ASTROTECH.CO.ZA

★ COURSE OVERVIEW

It has been said that a manager is only as effective as his/her PA allows him/her to be. While perhaps a little extreme, the value of an excellent administrative assistant goes unquestioned. In order for managers to make optimum use of their time and deliver exceptional results themselves, an assistant who is competent, efficient and presentable is a must have for any organisation. In order to assist PAs and administrative personnel to develop the skills necessary to be a true asset to their organisation, AstroTech is offering a training programme on "The High Performance PA or Administrator: Essential Skills". The course covers the following key topics:

DOING THE JOB RIGHT!

- Managing small Projects
- Organising Travel Requirements
- Organising Meetings
- Diary Management and Follow Up
- Creating an Organised Environment
- Dealing with Clients and Visitors

YOU AND YOUR MANAGER

- Managing your Manager
- Understanding appropriate Assertiveness
- Balancing the demands of more than one Manager
- Contributing to your Manager's success
- Organise your Manager(s) and anticipating their needs effectively
- Organising a disorganised Manager
- Working as a Team with your Manager
- Managing your and your Manager's time
- Representing your Manager(s) appropriately in a variety of situations

ORGANISATIONAL SKILLS

- Planning your day
- Action Plans and To-do-lists
- Planning ahead
- Time Management
- Task Prioritisation
- Effective Multi-tasking

COMMUNICATION SKILLS

- Telephone Skills and Call Screening
- Effective Minute Taking
- Using Professional Language
- Effective Listening and Questioning Skills
- Written Communication and E-mail
- Write Effective Agendas
- Writing on behalf of others

MANAGING YOURSELF & YOUR IMAGE

- Conveying a Professional Image
 - Improving your Credibility
 - Methods of handling Difficult People
 - Developing a position of Increased Influence
 - Managing your Emotions
 - Conflict Management
 - Problem Solving on your own
 - Being a Team Player
 - Developing your Network
- ... AND MUCH MORE!



COURSE INFORMATION

★ WHO SHOULD ATTEND

- Secretaries and Personal Assistants
- Executive Secretaries and Personal Assistants
- Office Administrators
- Anyone else looking to improve their Organisational and Time Management Skills

★ OUTCOMES

After attending this course attendees should:

- Improve your efficiency by organising and planning well
- Learn how to manage and maximise your time effectively
- Achieve the results that you want by managing yourself and your manager
- Improve your communication skills
- Enable your manager to be more efficient and effective

★ TAKE HOME TOOLS

- A detailed manual/workbook and electronic copy of course material
- Notepad & pen
- One month of free telephonic and e-mail support included

★ SETA ACCREDITATION

AstroTech Training is accredited as a Training Provider with the Services SETA (No. 3852)

Make sure that you complete your Workplace Skills Plan, and you can claim back the relevant percentage of your Skills Development Levies!

★ THE VENUE

The course will be held at the AstroTech Conference Centre, in Parktown, which boasts the unusual combination of an upmarket business venue, security and convenience, in a setting which captures the historic grace and style of Johannesburg's golden era.



Centrally situated, with easy access to both the M1 North & South, and approximately 1.8km from the Gautrain station in Rosebank, we are just around the corner from the Killarney Mall.

For a list of accommodation options nearby, visit www.astrotechconf.co.za/accommodation

★ LEVEL 2 BBBEE STATUS

Spending with AstroTech counts twice! You can claim 125% of any training spend with us towards your Procurement scorecard, and everything spent with us on training your qualifying staff will count towards your Skills Development target!

★ TERMS & CONDITIONS

- If the course is not held for any reason, AstroTech's liability is limited to the refund of the full course fee.
- Should course expectations not be met for any reason, delegates are given the opportunity to leave before lunch on the first day, and receive a full refund of the course fee.
- Payment is due before the start of the course, unless other terms form part of our Supplier/Client agreement.
- Failure to pay on time does **not** constitute cancellation of the booking, and the Terms and Conditions applicable to Cancellations and Postponements as set out below will apply.
- To avoid possible additional costs, **WRITTEN NOTICE** of any changes to your booking must be received at training@astrotechtraining.co.za within the following timeframes:

➤ CANCELLATIONS:

- | | |
|------------------------------------|--|
| CANCEL WITHOUT COSTS: | If you advise us BY EMAIL at least SEVEN calendar days before the course |
| PAY 50% OF THE COURSE FEE: | If you advise us BY EMAIL less than SEVEN calendar days, but more than 24 hours before the course |
| PAY 100% OF THE COURSE FEE: | If you advise us BY EMAIL less than 24 hours before the start of the scheduled course, OR if the delegate is ABSENT without notification |

➤ POSTPONEMENTS:

- | | |
|---|--|
| WITHOUT COSTS: | If you advise us BY EMAIL more than THREE working days before the course |
| WITH ADDITIONAL FEE (R1,870 PER DELEGATE): | If you advise us BY EMAIL THREE or less working days before the course starts, or if the delegate is ABSENT without notification, but still wants the option of postponement |

- The invoice for the training remains due and payable as at the scheduled start date of the original course booked, and payment terms are not extended for postponements or exchanges to future courses.
- Postponements must be utilised within a maximum of **SIX** months from the scheduled date of the original course booked, or the course fee will be forfeited.
- Once you have postponed, the **CANCELLATION** terms above **no longer apply** to the future course, and you cannot subsequently cancel the booking without being liable for the full course fee.
- Special promotions applicable to the original course dates will **not** carry over to the postponed dates where the new dates fall outside of the promotion period.
- **PRESENTERS**
Should it be necessary, AstroTech reserves the right to substitute the presenter.
- **COMMUNICATION**
When a person registers on AstroTech's website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise from AstroTech and/or its business partners.
- **DISCLAIMER**
AstroTech will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.

