

2021



*Be Professionally Equipped*

**Effective Team Support &  
Performance Excellence for  
Executive Secretaries ,PA'S and  
Office Professionals  
3 Day Course**



[www.ratomactrading.co.za](http://www.ratomactrading.co.za) | [info@ratomactrading.co.za](mailto:info@ratomactrading.co.za) | +27 73 206 6180 | +27 12 525 1167

43 Fuchsia road, Karen Park, Akasia



## Introduction

This interactive 2-day programme aims to explore the objectives of the modern Executive PA and Office Administrator's role and the skills they must master on a daily basis. PA's add significant value to their role and strategies for managing and organising multiple bosses. They learn to identify their boss shifting priorities without being told and how to time-manage their own workload.

This challenging and enjoyable course aims to develop and stretch the PA and Office Administrator's role and skill set whilst developing his / her personal brand

Administrative professionals and Executive Assistants often see themselves, in their support roles, as being non – leaders and there is nothing further from the truth. Everybody is a leader – no matter what position you hold.

Directors and Managers want their assistant / administrators to be exceptional since those who are, contribute significantly to their success. Today's PA's / EA's must be extremely competent and totally reliable, capable of taking on wider tasks than those of a purely secretarial nature.

The role of the PA, EA and Office Administrator is one that is incredibly undervalued. During this programme we will explore ways on how to push for more recognition – both within your organisation and within the PA community. The role of PA's has changed significantly in recent years – the shift in responsibility, the challenges faced, the drivers of change and the need for skills development and training

## Programme Outcomes

- Recognise your professional role as part of the management team.
- Manage your time effectively, prioritise and delegate.
- Apply problem solving techniques.
- Communicate more confidently and effectively.
- Provide improved support for your manager.
- Take the lead without being told to do so.
- Build on your personal power.
- Realise the impact you have on building your own brand and that of your manager.
- Managing your mouth
- Know that everything is about **ATTITUDE**.
- You are in control of your own destiny by the **CHOICES** you make.



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## Course Outline

- **Module 1: Management Skills:**
- **Module 2: Roadblocks to Time Management:**
- **Module 3: Handling the unique demands of your role:**
- **Module 4: Communication and Organisational Skill:**
- **Module 5: Organisational Skills:**
- **Module 6: Being the Best vs. Being Superb:**
- **Module 7: Managing your Mouth:**
- **Module 8: Building better Business Relationship:**
- **Module 9: Dealing with Different Personalities:**
- **Module 10: Building your unique Personal Brand:**
- **Module 11: Overview of Minute Taking & Effective Meeting**

## Target Audience

**Target Audience:** Personal Assistants and Secretaries, Executive Assistants and PA's , Executive Assistants and PA's., Office Administrators. , Senior Administrators and Office Managers.

**Programme level:** N/A

**Minimum Qualifying Criteria:** N/a

## Duration

**Programme Duration:** Between one (1) and two (2) Days | between three (3) and (2) Days –POE Based.

**Pre-Assessment:** Pre-assessment of proposed learners is undertaken to identify current qualifications and experience.

**Contact Training Sessions:** Between one (1) and Five (5) Days for comprehensive training.

## Qualification Alignment

**Qualification:** N / A



## Training Methodology

The Programme is facilitated by competent subject matter specialist/s, which utilizes the following techniques to ensure that the session is practical and experiential: Discussion; Role Plays; Exercises & Case Studies; Videos/DVDs; and Formative Assessments.

To facilitate this process, we offer: {between three (3) and 2 Days – POE Based}

- **Coaching Support:** The Ratomac appointed assessor and project coordinator are available to the learners for telephonic support and coaching while learners compile their POE's. Additional coaching support will be scheduled, as required, to assist with the building of POE's.

**COURSE FEES – R6 200.00 PER PERSON (1 PERSON)**

### Contact Us

+ 27 073 206 6180 | + 27 12 525 1167 | +27 78 757 6514

Maandam@ratomactrading.co.za | info@ratomactrading.co.za | justicem@ratomactrading.co.za