

2021



Be Professionally Equipped

Management Skills for Administrative Professionals

1 Day Course

23 July 2021



SAQA ID – 11473, NQF LEVEL: 4, CREDITS: 8



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Introduction

As an Administrative Assistant you can enhance your performance with management and self-leadership skills. Get better at setting your own administrative priorities, improve your ability to communicate clearly and negotiate with colleagues, and learn to innovate in your role.

The support you provide as an administrative professional is vital to your organization's ability to achieve its goals and objectives. Today, most senior **managers expect you to have leadership and management skills** in order to set your own administrative priorities. In addition, you must have skills to manage all contacts, create, store and retrieve documents, plus a broad variety of other administrative skills. To do all of this successfully, **you need to have strategic insight and be able to be agile in your work**. At the same time, you must be tactical, process-oriented, and driven toward continuous improvement.

Programme Outcomes

- Manage changing roles and responsibilities whether working with bosses, peers, team members or customers
- Meet dynamic work expectations by expanding your proactive capabilities
- Clearly and confidently communicate and negotiate to manage conflicts and achieve results
- Apply emotional intelligence and effective listening practices to your job
- Use strategic diplomacy to handle office politics, difficult people and demanding situations

During this programme you will:

- Develop a personal action plan to implement back at work
- Learn and practice using real-world examples over 3 interactive days

The logo for POETA (Public Order, Ethics & Training Authority) features the word "POETA" in a stylized font with a green and blue color scheme.

ACCREDITED

The logo for LGSETA (Lagos State Government Skills, Education & Training Authority) features the word "LGSETA" in a stylized font with a blue and green color scheme.

ACCREDITED

The logo for RTC (RATOMAC TRADING CONSULTANTS) features the letters "RTC" in a large, bold, white font with a blue circular graphic element to the left.

RATOMAC TRADING CONSULTANTS

Course Outline

- Effectively manage changing responsibilities
- Communicate and negotiate with confidence
- Apply management and self-leadership skills to add greater value to your organization

This administrative assistant training course combines proven-by-practice methods with new insights and ideas that will grow your administrative skills. You will gain a wider perspective of self-leadership practice through breakout sessions, exercises, and case applications.

BUSINESS AND REPORT WRITING SKILLS PROGRAM

	ID	UNIT STANDARD TITLE	NEW LEVEL	CREDITS	DURATION
Fundamental	110003	Develop Administrative produces in a selected organisation	NQF 4	08	1 Days

Target Audience

Target Audience: Executives , managers and professionals who have to grapple with and take the lead on confronting difficult ethical and public accountability issues whether working in the public service, municipalities , state-owned enterprises, the non-profit sector or the private sector

Programme level: The level of the Programme is at NQF Level 03

Minimum Qualifying Criteria: Communication at NQF Level 3, Computer Literacy and Mathematical Literacy at NQF level 3

Duration

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

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

Contact Training Sessions: Between three (1) and Five (2) Days for comprehensive training.

Qualification Alignment

Qualification: SAQA ID 57712– Further Education and Training

Certificate: Generic Management (NQF 4): ACCREDITED



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 (1) 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.
- **Credits:** Learners exiting this qualification before completion, retain the credits for Unit Standards successfully completed. Learners can build their credits by attending skills programmes aligned to the Qualification **57712– Further Education and Training Certificate: Generic Management (NQF 4): ACCREDITED**

COURSE FEES – R3 200.00 PER PERSON (1 PERSON)

Contact Us

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