



Secretarial



Future Skills for 21st Century Secretaries and PAs



2 Day Course



Classroom or Virtual Blended Training



Endorsed by OPSA



About the Course

 **Classroom:** R 6, 850 Excl. VAT | **Virtual Training:** R 6, 200 Excl. VAT

The fourth industrial revolution is underway, and it will have an impact on the jobs that we do, and the skills that we need to perform them. Every wave of new technologies creates more jobs, but also changes the way that current jobs are performed. Your continued success depends on your ability to embrace new technology and adapt to an ever-changing environment.

This 2-day **Future Skills for 21st Century Secretaries and PAs** programme will unpack what the future holds, and how the Secretarial role will develop over the next 10 years. It will also equip you with a host of practical skills and techniques that will enable you to provide critical support to your manager and team and ensure that you future-proof your career by adapting to the changes happening around you.

In your role, your ability to learn and adapt to change will enable you to thrive in the ever-changing business environment. By attending this event, you will avoid being left behind and will keep your skills and experiences relevant, ensuring that you stay ahead of the curve.



[View Public Dates](#)



2 Days



Accessible from any Location on any Device



Certificate of Attendance

What you will learn

- Understanding the 4th Industrial Revolution and the impact that issues like “Big Data” and “Automation” will have on the skills you need to fulfil your role
- Identifying the most important skills that you should focus on developing which will help you to “future-proof” your career and position
- Looking at the impact of flexible working environments, and how you can be effective in your role even if your executive is working remotely, without having to work 24 hours a day
- Handling critical conversations across borders and cultures successfully using emotional intelligence to achieve your desired outcomes and ensure your professional success
- Exploring new technological and IT skills that you need to master to enable you to adapt to the virtual world of the future
- Highlighting the key collaborative, creative and critical thinking “21st Century” Skills you need to be competent in to survive and flourish in the workplace of the future
- Building stable, emotionally intelligent relationships and networks to ensure better teamwork with your boss and colleagues at work

Future-proof your career with an enhanced awareness and understanding of the attributes of your role that matter most!

Who should attend

Secretaries, Personal Assistants, Administrative Assistants, Executive Assistants, Executive Secretaries, Office Managers, Project Administrators, Receptionists

Course Programme Agenda

Futuristic Truths all PAs Need to Know

- The 4th Industrial Revolution is here, and it will change the nature of jobs as we know them
- Will Secretaries be relevant in 10 years' time?
- Digital expertise, and a commitment to lifelong learning are crucial to remain relevant
- Virtual offices and flexible workplaces will impact the role of Secretaries and PAs
- To be successful you need to learn how to build and maintain positive relationships at work

Flexible Working Environments of the Future

- Are your days of working in an office from nine to five really over
- How to build rapport with a remote boss
- Suggestions for how you can work smarter and more effectively with absent Executives

Critical Conversations are Vital for Professional Success

- Identify the conversations that are pivotal to your professional success
- Determine the right time and place for having a critical conversation
- Learn how to speak persuasively, not abrasively
- Ensuring you're in the right mind-set to have the conversation and are not jumping to conclusions and making assumptions
- Determine your desired outcomes and ensure the conversation translates into actions and results

Defining Emotional Intelligence

- Understanding the nature of emotional intelligence
- Describe the relationship between cognitive intelligence and emotional intelligence
- Realise that in order to be successful in business, IQ is not enough

Handling Conflict with Emotional Intelligence

- Identify some of the reasons why conflicts develop
- Dealing with team conflict
- Define conflict and conflict resolution
- Contrast the benefits and negatives of conflict
- Analyse the life cycle and stages of conflict
- Identify factors which escalate conflict
- Describe some common ineffective approaches to conflict resolution
- List some conflict solving options (negotiation, mediation etc.) and give guidelines for when to use them
- Differentiate between good and poor conflict resolvers
- Compare their styles and skills with their portrait of an effective conflict resolver
- Setting objectives for conflict outcomes
- Plan how to implement the solution

Adapting to a Virtual World

- Identifying tools and tasks that can be automated
- Introducing technological skills that you should be developing such as the use of Cloud based applications, Social Media, as well as Website and Database Management

21st Century Skills that will Enable you to Survive the Workplace of the Future

- Critical Thinking as a means to evaluate information and make decisions
- Applying Creativity to solve problems, create systems or identify new ways to perform tasks
- Communicate effectively in person and via text-based communications such as email, SMS or Social Media
- Effectively Collaborating with others to achieve a common goal

Building Emotionally Intelligent Relationships

- Identify the importance of good interpersonal relationships in business
- Apply the concept of social styles to achieve a deeper understanding of where they and these people have a style match or a style mismatch
- Assess their communication style in order to understand their interaction style
- Review ways of becoming more versatile and "shifting style" with people to achieve harmonious working relationships
- Link social styles to a better understanding of team members reactions to pressures
- Analyse your team: its level of integration, role allocation and synergy
- Check your own and your team's degree of adult positioning
- Outline an overall strategy for solving problems with teams and managers

ENDORSED BY



This course is endorsed by the **Association for Office Professionals of South Africa (OPSA)**. Delegates who are professional members with OPSA can claim a **5% discount** for this course and earn 1 CPD point towards their annual development plan.

Visit www.opsa.org.za for more information and sign up as a professional member today.



Short Course Training Formats

We offer 2 Short Course Training Formats, to fit in with your staff development and upskilling objectives.



Public Training

Public training is the ideal choice to develop a specific skill, and it gives employers the opportunity to pre-plan staff training in advance. Every month, we pre-schedule various short courses for the public.

*Classroom training (Johannesburg only) and Blended / Virtual Training (nationwide) is available.



Onsite / In-House Training

Have a group of delegates and want a tailored organisation-specific training solution? Onsite training is the perfect choice! We can customise your staff training to meet your organisation's needs on a date and at a venue that suits you.

*Classroom training (nationwide) and Blended / Virtual Training (nationwide) is available.

Blended training is available on these popular platforms:



Benefits of this Short Course



Staff Acquire Vital Skills



Increases Efficiency and Productivity



Motivates and Empowers Staff



Future-Proofs your Workforce's Abilities



Immediate Impact on Job Performance



Can lead towards a Competitive Advantage



Can Count towards your B-BBEE Score



Provides a Great Networking Opportunity

Features of this Course



Accessible from any Geographic Location



Expert Facilitators



Practical and Intensive Sessions



Researched to Meet Workplace Demands



Skills you can 'Plug-and-Play' into the Workplace



CBM On-Demand

Training when YOU need it!

No public training short course scheduled on a date when you need it most? No problem. With **CBM On-Demand** we can schedule any course you want, for as many delegates as you need, when YOU want to!

All you need to do to arrange your 'On-Demand' course is to get in touch with us on (011) 454 5505 or email cassidy@cbm-training.co.za. Let us know what your skills development requirements are and we will then arrange your On-Demand course, when YOU need it.



Interested? Here's the Next Step



SIGN UP NOW AND SECURE YOUR PLACE

1. [Click here](#) to register online.
2. Select the training methodology you prefer and the date you would like to attend.
3. Click "make a booking" and fill out the quick online registration form.
4. Choose your payment method to finalise the booking and pay via EFT or credit card.

OR

Click on the buttons below to get a cost estimate before booking.

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HAVE ANY QUESTIONS?

Our professional customer support team is eager to assist and provide you with comprehensive advice and recommend effective skills training solutions.

[Click here](#) to start a live chat with an agent *(available during business hours only)*.

Alternatively, call us on +27 (0)11 454 5505 or email info@cbm-training.co.za.

ACCREDITATION AND B-BBEE



CBM Training holds full institutional accreditation status with the Services SETA – accreditation number 0057.



CBM Training has a B-BBEE Level 2 certificate. We have been evaluated and audited by the BEE Verification Agency.

GET IN TOUCH

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