



Secretarial



# The South African Ultimate Personal Assistant



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 executive personal assistant is the pinnacle of the administrative support profession, and the reason for the development of The South African Ultimate Personal Assistant course.

Those that achieve the position need to be highly efficient, always get things done in a timeous and professional manner, assisting their boss in the utmost proficient way possible while remaining organised under pressure.

This intensive 2-day **South African Ultimate Personal Assistant** international course, developed by the UK based Adam Fidler and delivered by a top South African consultant, has been designed to allow senior secretaries and PAs the opportunity to consider what it takes to be the “ultimate” support to their managers.



[View Public Dates](#)



2 Days



Accessible from any Location on any Device



Certificate of Attendance

## What you will learn

- Becoming more empowered and taking charge of your career development as an administrative professional
- What the core role of a PA/ MA should be—perfectionism versus pragmatism
- Redefining the executive assistant’s position
- Evaluating your personal values, beliefs, and motivation in relation to your job
- Keeping your focus while working under pressure
- Managing meetings, agendas and correspondence effectively
- Keeping everyone organised under pressure -advanced diary management
- The PA as a manager –making the step up and taking more responsibility
- Changing others’ perceptions of the role –visibility, status and profile
- Executive behaviour for PA’s -managing your emotions at work
- IT versus paper systems –making IT work for you
- Recognising the PA as a “total” meeting manager
- Discovering advanced boss management –how to lead your boss so that you both win

**The course is full of useful advice, real life examples and practical exercises to make this one of the most useful courses you will ever attend!**

## Who should attend

Secretaries, Personal Assistants, Administrative Assistants, Executive Assistants and Office Managers.



“Wow what a phenomenal end-to-end course! I learnt a lot of useful skills and new ideas that I can take back to the office. I believe the skills I learnt in this course will improve my performance”

- **Personal Assistant,**  
**eThekwini Municipality**

# Course Programme Agenda

## Assessing the Role of Written Correspondence in Improving Business Communication

- Looking at how business writing has changed with the advent of instant communication
- What makes successful written communication?
- The importance of keeping things simple
- Choosing and maintaining the appropriate writing style
- Identifying the 6 fundamentals of good writing
- Always writing with your reader's needs in mind

## Welcome and Introduction

- Where am I now? Where do I want to go?
- What do I like about my current role? What do I dislike about my role?
- What do I want to get out of this programme?
- Career planning

## Re-Defining the Role of an Executive Personal Assistant

- High expectations – perfectionism versus pragmatism
- Providing a service; providing solutions
- Seeing yourself as a manager
- Changing others' perceptions of the role – visibility, status and profile
- Key skills: adding value; creating a specialism

## Your Values, Beliefs and Personal Motivation

- Your values in relation to your job
- Personal motivation
- It's the thought that counts – the law of attraction

## The Personal Assistant Behaviour Model

- Your behaviours (the "how") are as important as your execution (the "what")
- How you respond to the demands of others
- Managing your emotions at work – The 5 Second Rule
- Dealing with difficult managers
- Setting boundaries
- Perception is reality; perception is projection
- Gaining credibility through personal impact

## Daily Routines

- Diary management – day folder, diary pack, travel planning and itineraries
- Looking after the boss
- Using the Five Folder System to remain organised when swamped with paperwork
- Thinking ahead; pre-empting workloads
- Taking control without taking over
- Scheduling your own time
- How to delegate work and ask others for help

## Meetings, Agendas and Correspondence

- The PA as the meeting manager
- Owning and devising agendas and papers for meetings
- Not making a meal out of minutes
- The PA as the Chair of a meeting
- Drafting correspondence

## IT Versus Paper Systems

- Using IT more effectively - tips and tricks
- Advancements in IT
- Smarter ways of working
- Not being a slave to emails and technology

## Working Effectively with the Boss

- The boss' relationship with you; your relationship with them
- Seeing the boss as a customer; seeing colleagues as customers
- Exceeding expectations
- Dealing with uncertainty and ambiguity
- Strategies for coping when things go wrong

## Working Under Pressure

- Working under pressure
- Dealing with a high volume of work
- Remaining focussed and getting the job done
- Learning not to collect other people's "stuff" at work

## The Way Forward

- What will I do differently as a result of this programme?
- Personal action planning
- Continuing my professional development
- Open question and answer session

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](http://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](mailto: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.

Work out a Cost Estimate

Request a Quotation



### 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](mailto: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

+27 (0)11 454 5505

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