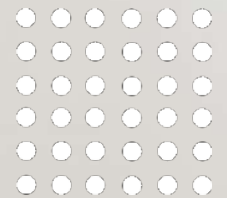
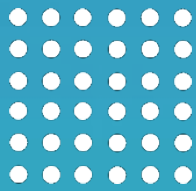




O-SEASONS EVENTS  
Conferences & Exhibitions



# ADVANCED OFFICE ADMINISTRATION AND PROFESSIONAL DEVELOPMENT WORKSHOP

EFFORTLESS REGISTRATION



[www.oseasonsevents.co.za](http://www.oseasonsevents.co.za)



26TH - 30TH AUGUST 2024



9AM - 15:30PM



YVE HOTEL MIAMI

146 Biscayne Boulevard  
Miami, FL 33132 USA



+27 11 568 6638 or 081 433 0502



[info@oseasonsevents.co.za](mailto:info@oseasonsevents.co.za)

## **COURSE SCHEDULE:**

**On the first day, registration will begin at 8:00. Each class meeting will begin punctually at 8:30 and last until 15:00. There will be one to two brief intermissions.**

## **OVERVIEW**

This comprehensive five-day workshop integrates advanced office administration principles, organizational management, personal and professional development, international relations, public relations, and project management. Participants will gain a deep understanding of efficient office processes, effective communication, and strategic leadership, enhancing their skills for thriving in administrative roles.

## **METHODOLOGY:**

The workshop employs a blend of interactive lectures, group discussions, case studies, practical exercises, and hands-on activities to ensure participants actively engage with the content.

## **MATERIALS:**

Participants will receive a comprehensive workshop manual, templates, and resources for continued learning and application.

## **ASSESSMENT:**

Evaluation will be based on group activities, case studies, and a final assessment to gauge the application of knowledge across the workshop topics.

## **CERTIFICATION:**

Upon successful completion, participants will receive a certificate of attendance, recognizing their advanced skills in office administration and professional development.

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## **WHO SHOULD ATTEND**

- Office Administrators
- Executive Assistants
- Administrative Assistants
- Office Managers
- Project Managers
- Public Relations Professionals
- International Relations Specialists
- Managers and Supervisors
- Professionals aspiring to leadership roles
- Individuals involved in organizational efficiency and improvement
- Anyone responsible for decision-making and problem-solving in an office setting

### DAY 1

#### **Foundations of Office Administration and Organizational Management**

- Definition and Benefits of Organizational Management (O & M)
- Order of Duties and Practices
- Systematic Approach using SREDIM
- Introduction to Organizational Structures
  - ✓ Spans of Control
  - ✓ Types of Structures: Horizontal, Vertical, Hierarchical, Centralized, Decentralized
- **Advice on General Organization Matters Management and Control**
  - ✓ Planning
  - ✓ Staffing
  - ✓ Programming
  - ✓ Monitoring
- **Monitoring and Measuring Comparative Efficiency**
- **The Flow of Information**
  - ✓ Horizontal Flow
  - ✓ Vertical Flow
- **Order of Precedent**

### DAY 2

#### **Professional Development for Administrative Professionals**

- Productivity and the Evolving Role of the Office Administrator
- Planning and Improving Work Processes
- Identifying Improvement Opportunities
- Assessing Workflow and Analyzing Processes
- Initiating and Leading Improvement Efforts
- Recognition of Achievements
- Overcoming Resistance to Change
- Anticipating Superiors' Needs
- Establishing Trust, Credibility, and Authority
- Partnering with Other Office Professionals
- Leading without Formal Authority

### DAY 3

#### **Risks, Planning, and Decision-Making**

- Definition of Risks
- Disaster Recovery and Review
- Planning and Scheduling for Efficiency
- Anticipating and Avoiding Crisis Situations
- Decision-Making and Problem-Solving Strategies
- Incorporating Personal and Professional Growth at Work
- Devising Long and Short-Term Strategies

### DAY 4

#### **International Relations (IR) and Effective Communication**

- Basics of International Relations
- Importance of Diplomacy
- National Symbols and Official Forms of Address
- Collective Etiquette in the Executive Office
- Professional English Language and Telephone Etiquette
- Language for Meetings, Negotiations, and Debates
- Business Correspondence Skills
- Pronunciation and Voice Management Tools

### DAY 5

#### **Public Relations, Project Management, and Disaster Management**

- Overview of Public Relations
- Finding and Using Newsworthy Information
- Marketing and PR Strategies
- Media Training and Crisis Handling
- Basics of Project Management
- Initiating a Successful Project
- Preparation and Surviving Project Planning
- Structuring the Team and Leading Effectively
- Monitoring and Controlling the Project
- Identifying Key Project Issues and Risk Planning
- Disaster Management on a Project
- Conclusion and Finalizing the Project

# Registration Form

PLEASE COMPLETE THIS FORM AND EMAIL BACK TO INFO@OSEASONSEVENTS.CO.ZA TO SUCCESSFULLY COMPLETE YOUR BOOKING

Company Name:	<input type="text"/>	Country:	<input type="text"/>
Tel Number:	<input type="text"/>	Fax:	<input type="text"/>
Signature:	<input type="text"/>	Date:	<input type="text"/>

(This booking is not valid without a signature)

## DELEGATES DETAILS (PLEASE FILL IN USING BLOCK CAPITALS)

### 1st Delegate Details:

Mr/Mrs/Ms:

Job Title:

Surname Name:

Email (required)

First Name:

Telephone

### 2nd Delegate Details:

Mr/Mrs/Ms:

Job Title:

Surname Name:

Email (required)

First Name:

Telephone

### 3rd Delegate Details:

Mr/Mrs/Ms:

Job Title:

Surname Name:

Email (required)

First Name:

Telephone

## AUTHORIZATION

I wish to register the delegate(s) indicated above

Title:

Mr/Mrs/Ms:

Job Title:

Surname

Email (required)

First Name

Telephone

Signature:

Date:

## TERMS AND CONDITION

Payment Terms: 1. On the return of the registration form, full payment is required within 7 working days. Course payment must be received prior to the training date O-Seasons Events reserves the right to refuse participation in the training should full payment not have been received prior to this date. Cancellation will be charged under the term set out below. 2. Cancellations, For no shows & Substitutions: Cancellations received in writing more than 21 days prior to the event being held carry a 50% cancellation fee. Should cancellations be received between 21 days and the date of the event, the full conference fee is payable and non-refundable. Non-payment or non-attendance does not constitute cancellation. No show will be charged the full registration fee. Cash alternatives will not be offered for In-class attendees, however, substitutes at no extra charge are welcome. 3 Alterations to advertised package: O-Seasons Events reserves the right to alter this programme without notice or penalty and in such situations no refunds or part – refunds or alternative offer will be made. Should O-Seasons Events permanently cancel an event, for any reason whatsoever; the Client shall be provided a credit of the equivalent amount paid towards the cancelled event. In the case of a postponed or cancelled event, O-Seasons Events will not be responsible for covering airfare, accommodation, or other travel cost incurred by Clients. 4. Copyright: All intellectual property rights in the materials distributed by O-Seasons Events in connection with this event are expressly reserved and any unauthorized duplication, publication or distribution is prohibited.

### CONFERENCE FEES

Please select your options by ticking the boxes

Training + Workshop + Lunch Refreshments + Course Material \$ 2800 USD

( The airport transfer, accommodation, and dinner are not included )

BOOKING#: JP09905