

MASTERING THE ART OF EXECUTIVE ASSISTANTS, SECRETARIES AND PA'S TRAINING

Enhancing Skills in Protocol & Diplomacy, etiquette, Office Management, Report Writing, Communication, And Professionalism



ALL TOPICS
INCLUDES
NEW TRENDS



26TH - 30TH AUGUST 2024



9AM - 15:30PM



YVE HOTEL MIAMI

146 Biscayne Boulevard
Miami, FL 33132 USA



O-SEASONS EVENTS
Conference & Exhibitions

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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.

INTRODUCTION

The training workshop will be interactive and engaging, with a combination of lectures, group discussions, role-playing exercises, and hands-on practice sessions. Participants will receive feedback and guidance from experienced trainers throughout the workshop. The goal of the workshop is to equip advanced executive assistants and personal assistants with the necessary skills, knowledge, and attitudes to excel in their roles and contribute to the success of their organizations.

WHO SHOULD ATTEND:

- Secretaries
- Administrative Clerks
- Personal Assistants
- Administrators
- Events Organizers
- Office Managers
- Executive PAs
- Senior Office Administrators
- Management Secretaries
- Executive Secretaries
- Executive Assistants
- Senior Secretaries
- Department Co-ordinators
- Protocol officers

COURSE OUTLINE

DAY 1

Protocol & Diplomacy for Executive Assistants and Personal Assistants:

Morning Session:

- Introduction to protocol and diplomacy in the business context
- Understanding the importance of protocol and diplomacy in executive office settings
- Protocol and diplomatic skills for professional interactions with clients, partners, and stakeholders
- Role-playing exercises to practice protocol and diplomatic skills

Afternoon Session:

- Cultural awareness and cross-cultural communication in an executive office environment
- Understanding the nuances of different cultures and how it impacts professional interactions
- Best practices for managing international communication and business etiquette
- Case studies and group discussions on protocol and diplomacy in diverse workplace settings

DAY 2

Advanced Skills for Working in an Executive Office:

Morning Session:

- Effective time management and prioritization techniques for executive assistants
- Managing complex calendars, scheduling meetings, and handling travel arrangements
- Anticipating and proactively addressing the needs of the executive office
- Tools and technologies for efficient office management

Afternoon Session:

- Professional communication skills for executive assistants, including written and verbal communication
- Techniques for drafting and editing professional correspondence, emails, and reports
- Managing communication with internal and external stakeholders on behalf of the executive office
- Role-playing exercises and feedback sessions for improving communication skills

DAY 3 Report Writing Skills, Minute Taking, and Record Keeping

Morning Session:

- Understanding the importance of accurate and comprehensive record keeping in an executive office
- Techniques for taking minutes during meetings and creating professional meeting minutes
- Best practices for organizing and maintaining records and documents in an executive office
- Hands-on practice sessions for taking minutes and record keeping

Afternoon Session:

- Report writing skills for executive assistants, including understanding report formats, structure, and content
- Techniques for gathering and analyzing data, synthesizing information, and creating impactful reports
- Reviewing and editing reports for clarity, accuracy, and effectiveness
- Group discussions and feedback sessions on report writing skills

DAY 4 Stress Management and Emotional Intelligence for Executive Assistants

Morning Session:

- Understanding the impact of stress in the workplace and the role of executive assistants in managing stress
- Techniques for identifying and managing stress triggers, including time management, delegation, and prioritization
- Self-care strategies for maintaining physical and mental well-being in a high-pressure environment
- Mindfulness and relaxation techniques for managing stress

Afternoon Session:

- The importance of emotional intelligence in executive assistant roles
- Understanding and managing emotions in oneself and others
- Building effective relationships, managing conflicts, and resolving issues with emotional intelligence
- Role-playing exercises and group discussions on stress management and emotional intelligence in the workplace

DAY 5 Professionalism, Diversity Management, and Office Romance

Morning Session:

- The executive secretary profession and the evolving role of executive assistants in the modern workplace
- Professionalism in executive office settings, including dress code, etiquette, and confidentiality
- Managing workplace diversity and inclusion, including understanding different perspectives and communication styles
- Strategies for handling office romance and maintaining professionalism in the workplace

Afternoon Session:

- Presentation skills for executive assistants, including planning, preparing, and delivering effective presentations
- Techniques for engaging and influencing diverse audiences, including senior executives and stakeholders
- Managing change in the workplace and supporting executives in change management initiatives
- Wrap-up session, review of key concepts, and action planning for implementing learned skills in the workplace

END OF THE WORKSHOP



THANK YOU FOR SELECTING OSEASONS EVENTS AS YOUR

UNWAVERING TRAINING PARTNER FOR YOUR PERSONAL DEVELOPMENT



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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:	<input type="text"/>	Surname Name:	<input type="text"/>	First Name:	<input type="text"/>
Job Title:	<input type="text"/>	Email (required)	<input type="text"/>	Telephone	<input type="text"/>

2nd Delegate Details:

Mr/Mrs/Ms:	<input type="text"/>	Surname Name:	<input type="text"/>	First Name:	<input type="text"/>
Job Title:	<input type="text"/>	Email (required)	<input type="text"/>	Telephone	<input type="text"/>

3rd Delegate Details:

Mr/Mrs/Ms:	<input type="text"/>	Surname Name:	<input type="text"/>	First Name:	<input type="text"/>
Job Title:	<input type="text"/>	Email (required)	<input type="text"/>	Telephone	<input type="text"/>

AUTHORIZATION

I wish to register the delegate(s) indicated above

Title:	<input type="text"/>	Surname	<input type="text"/>	First Name	<input type="text"/>
Mr/Mrs/Ms:	<input type="text"/>	Email (required)	<input type="text"/>	Telephone	<input type="text"/>
Job Title:	<input type="text"/>				
Signature:	<input type="text"/>	Date:	<input type="text"/>		

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

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

BOOKING#:JP09905