



SKILLS FOR BUSINESS DEVELOPMENT  
TRAINING SOLUTIONS  
(012) 376 1043 / 072 680 7729



PERSONAL ASSISTANTS AND SECRETARIES

# Skills for Business Development

## Upcoming Office Support Workshops 2009

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## PERSONAL ASSISTANT AND SECRETARY DEVELOPMENT PROGRAMME

Keeping the boss organised, on time, and on track is often a challenge, especially when you are not in charge. During this training seminar, participants will learn how to run a stellar office and stay in control, no matter how hectic the day gets. Additionally, they will discover how to build personal credibility, use techniques for better listening, deal with difficult people, handle negative situations, and more. Skills practice exercises are interactive, allowing participants to practice what they have learned in a fun, high-energy environment. The “Personal Assistant and Secretarial Development Programme” is the ideal conference for those needing to improve their administrative assistant skills or for those looking for the extra business edge.

- » Based on SAQA's Unit Standard ID 12153, NQF level 4, 5 Credits
- » Based on SAQA's Unit Standard ID10388, NQF level 4, 3 credits
- » Based on SAQA's Unit Standard ID 110023 NQF Level 4, 6 Credits

### LEARNING CONTENT

We will cover topics such as:

1. Super Assistant: What the Boss Expects
2. Minute taking Protocol and Professional Business Writing
3. Styles and Different Kinds of Bosses
4. Tools of the Trade: Voicemail, Email, Memos, and More
5. Professional Presence: Looking and Acting the Part
6. Difficult Personalities and Difficult Situations: Dealing with Challenges
7. Time Management
8. Conflict Management
9. Stress Management
10. Personal Branding
11. Project Planning

### DURATION, DATE AND VENUE

DATE	VENUE	REGION
27 October 2009	Edgcombe House Conference Centre - Midrand	Gauteng
25 November 2009	Garden Court, OR Tambo Airport – Kempton Park	Gauteng
1 December 2009	Courtyard Hotel, Mowbray	Cape Town

### PRICE/COST

**R1 490, 00 per delegate** - Includes comprehensive training material, supplementary readers, certificate of completion, refreshments, lunch & snacks, parking vouchers and a free gift.

### ENROLMENTS

To enrol your delegate for this course, kindly e-mail Chantelle at [cjd@secretarialstudies.co.za](mailto:cjd@secretarialstudies.co.za)



## RECEPTIONIST AND FRONTLINE TRAINING PROGRAMME

### COURSE OVERVIEW

First impressions last, and staff who work in any reception area are vital members of the corporate team. Their level of performance is invaluable to the overall success of an organisation. Covering all aspects of the role, from answering the telephone to dealing with visitors, this Receptionist Skills training course is suitable for anyone who works in a "front office" situation. A small investment in our one-day workshop "Receptionist and Frontline Training Programme" will deliver huge dividends in the form of a telephonist/receptionist that will do you proud in every dealing with your visitors, in person or by phone. » **Based on SAQA's Unit Standard ID 15234 NQF Level 5, 4 Credits**

### DURATION

The course will take place over 1 day - 09:00 to 16:30 as follows:

DATE	VENUE	REGION
22 October 2009	Edgecombe House Conference Centre, Midrand	Gauteng
17 November 2009	Garden Court, OR Tambo Airport – Kempton Park	Gauteng
7 December 2009	Edgecombe House Conference Centre - Midrand	Gauteng

### LEARNING CONTENT

1. Telephone Techniques
2. Dealing with incoming calls.
3. How to sound confident, interested and helpful.
4. Outgoing calls.
5. How to deal with telephone calls and visitors simultaneously.
6. Complaint Handling
7. Establishing source of complaint.
8. Remaining polite and helpful.
9. Developing a Personal Commitment to Quality Service
10. Helping customers to make the right choice.
11. Discretion and tactfulness.
12. Communication Skills and How to Use Them
13. Examining the importance of body language and telephone behaviour.
14. The Importance of First Impressions
15. Projecting a professional image.
16. Using your voice.
17. How to remain calm and composed under pressure.
18. Customer Relations
19. What influences customer choice.
20. Understanding customer needs and attitudes.
21. Dealing with awkward customers on the telephone and face-to-face.

### PRICE/COST OPTIONS

**R1 290, 00 per delegate** - Includes comprehensive training material, supplementary readers, certificate of completion, refreshments, lunch & snacks, parking vouchers and a free gift.

### ENROLMENT FOR THIS PROGRAMME

To enrol your delegate for this course, kindly e-mail Chantelle at [cjd@secretarialstudies.co.za](mailto:cjd@secretarialstudies.co.za)



## THE EXECUTIVE ASSISTANT CONFERENCE

### COURSE OVERVIEW

As you become more efficient at your job, you become more crucial to your manager's and your organisation's success. But you're also building a foundation for your own career growth! This intensive course will equip you with the skills and know-how you need to make your job easier and more fulfilling, give your boss peace of mind, and set the stage for a rewarding and successful career.

**Certification: NQF Level 4, 6 Credits**

### DURATION

The course will take place over 1 day from 08h45 to 13h00 as follows:

DATE	VENUE	REGION
29 September 2009	Edgcombe House Conference Centre - Midrand	Gauteng
22 October 2009	Courtyard Hotel, Mowbray	Cape Town
10 November 2009	Garden Court, OR Tambo Airport – Kempton Park	Gauteng

### LEARNING CONTENT

1. The importance and responsibilities of the secretary
2. Understanding the importance of appropriate dress code and grooming
3. Understanding the importance of excellent office etiquette
4. Accepting responsibility for tasks given
5. Using initiative within scope of work
6. Ability to follow through instructions and to obtain clarification
7. Being pro-active, positive and enthusiastic
8. Maintaining a high level of confidentiality
9. Having a good knowledge of business correspondence, grammar and letter layout
10. Ability to send out notice of meetings and prepare agendas
11. Ability to take minutes effectively and to present completed minutes

#### Extra:

• **Toolkit:** Training manual, CD with Business Writing Software, Time and Stress Management Audio Recordings & practical guidelines

**Tea/coffee & snacks** will be served

### PRICE/COST OPTIONS

**R1090, 00 per delegate** - Includes comprehensive training material, supplementary readers, certificate of completion, refreshments and snacks.

### ENROLMENT FOR THIS PROGRAMME

To enrol your delegate for this course, kindly e-mail Chantelle at [cjd@secretarialstudies.co.za](mailto:cjd@secretarialstudies.co.za)



## SUCCESS SKILLS FOR OFFICE SUPPORT STAFF

This highly interactive and inspirational training course will introduce you to skills to develop your confidence and ability to work proactively. It will provide an ideal opportunity to share experiences and interact with other PAs, and will enhance your professional development and improve performance by building on your current office administration skills.

- » Based on SAQA's Unit Standard ID 13934 NQF Level 3, 4 Credits
- » Based on SAQA's Unit Standard ID 12153, NQF level 4, 5 Credits

### LEARNING CONTENT

We will cover topics such as:

1. Effective Diary Management;
2. Successful Events Management,
3. Professional Business Writing;
4. Travel Arrangements;
5. Meetings, Minutes and Conference Management; and
6. Accurate Filing and Recordkeeping

### DURATION, DATE AND VENUE

The course will take place over 1 day - 09:00 to 16:30 as follows:

DATE	VENUE	REGION
12 November 2009	Edgecombe House Conference Centre - Midrand	Gauteng

### PRICE/COST

**R1 490, 00 per delegate** - Includes comprehensive training material, supplementary readers, certificate of completion, refreshments, lunch & snacks, parking vouchers and a free gift.

### ENROLMENTS

To enrol your delegate for this course, kindly e-mail Chantelle at [cjd@secretarialstudies.co.za](mailto:cjd@secretarialstudies.co.za)



## CORPORATE WELLNESS PROGRAMME

Once you understand why some workplace experiences are more stressful than others, you can then devise a strategy for dealing with them and manage the sometimes conflicting needs of others. This course focuses on the 'how to' element in managing stressful workplace occurrences. This one-day course examines the causes of some workplace activities that can be stressful for you and it examines the impact on you and your colleagues' productivity. It offers you highly practical advice and will help you to deal with these situations and manage the sometimes conflicting needs of others effectively. It's about how to improve and maximise your performance in the workplace and you take away knowledge on dealing with stressful situations at work.

- » Based on SAQA's Unit Standard ID10388, NQF level 4, 3 credits
- » Based on SAQA's Unit Standard ID 9506 NQF Level 4, 4 credits

### LEARNING CONTENT

We will cover topics such as:

1. Dynamic and Positive Body Language
2. Self-Confidence
3. Assertiveness
4. Time Management
5. Stress Management
6. Crisis Prevention & Management
7. Conflict Prevention and Resolution

### DURATION, DATE AND VENUE

This course is a **1 day** programme which will be held from 08H30 – 17h00 as follows:

DATE	VENUE	REGION
2 September 2009	Vusalela Day Spa, Centurion	Gauteng
15 October 2009	Vusalela Day Spa, Centurion	Gauteng

### PRICE/COST

This course is priced at **R1 490,00** per delegate. Includes: Comprehensive training material , Certificate of completion, Breakfast , Lunch , Hand massage , Facial , Full body and Hot Rock massage, Foot massage , Indian head massage , Full body exfoliation , Session in the Jacuzzi or Pool and end this day with decadent chocolate and liqueur .

### ENROLMENTS

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## PROFESSIONAL BUSINESS WRITING AND MINUTE TAKING PROTOCOL

### COURSE OVERVIEW

In today's busy working environment it is essential to produce clear, reader-friendly business writing to tight deadlines. Many professionals working in large international companies have excellent spoken communication skills but lack confidence when writing business documents. Our business writing and minute taking course, Effective Minute taking Protocol, will enable delegates to professionalise their writing skills through presentation and discussion of key elements of good business writing such as planning, style, audience awareness, punctuation and language choice. You will also analyse and practice writing a range of documents including professional correspondence, business reports, minutes of meetings and tenders and proposals.

### DATE, DURATION AND VENUE

The course will take place over 1 day - 09:00 to 16:30 as follows:

DATE	VENUE	REGION
10 November 2009	Edgcombe House Conference Centre - Midrand	Gauteng

### OBJECTIVES AND LEARNING CONTENT

By the end of this course you will learn how:

- To learn the value of good written communication.
- To learn how to write and proofread your work so it is clear, concise, complete, and correct.
- Revisit the rules of good grammar and clear communication.
- Improve sentence construction and paragraph development.
- Develop effective business letters for tough situations.
- Discuss e-mail etiquette.
- Develop an appropriate writing style and format for your letters, business cases and reports.
- Learners will be able to draw up an agenda and produce professional, concise and accurate minutes for formal and informal meetings
- The learner will be aware of the various types of minutes
- They will understand that the important criteria for effective meetings should be to encourage effective communication and understand the importance of their role in that process
- Demonstrate an understanding of the rules of grammar, tenses most frequently used in business grammar, vocabulary and punctuation rules.
- Use effective listening skills necessary for taking minutes.

### PRICE/COST OPTIONS

**R1 490,00** per delegate. Includes comprehensive training material, certificate upon completion, lunch and refreshments as well as a CD containing business templates.

### ENROLMENT FOR THIS PROGRAMME

To enrol your delegate for this course, kindly e-mail Chantelle at [cjd@secretarialstudies.co.za](mailto:cjd@secretarialstudies.co.za) or contact our office at (012) 376 1043



## 3 DAY NATIONAL SYMPOSIUM FOR SECRETARIES, PERSONAL ASSISTANTS AND OFFICE SUPPORT STAFF

The Executive Assistant and Personal Assistant role is a challenging and evolving profession relying on multi-skilled talent. Working in a dynamic environment with increasing pressures and responsibilities, there are no limits to how far you can go. The best way to progress your career is through targeted learning and networking with your peers and other key professionals.

Our 5th Executive Assistant and Personal Assistant Conference promises to be even bigger and better than before: The best learning, networking, inspirational and fun event on your calendar.

This must not miss event features some of the best speakers to inspire you and give you a wealth of practical take away skills to really boost your career. Learn how to:

**Implement** practical tools to help you work smarter and stress Less;

**Take** charge of your own professional development;

**Build** successful relationships with your managers;

**Take** advantage of networking and mentoring Opportunities; and

**Become** a polished professional and really advance your career.

### LEARNING CONTENT:

#### DAY 1

1. Super Assistant: What the Boss Expects
2. Minute taking Protocol and Professional Business Writing
3. Styles and Different Kinds of Bosses
4. Tools of the Trade: Voicemail, Email, Memos, and More
5. Professional Presence: Looking and Acting the Part
6. Difficult Personalities and Difficult Situations: Dealing with Challenges

#### DAY 2

7. Personal Branding
8. Project Planning
9. Effective Diary Management;
10. Successful Events and Conference Management,
11. Minute taking Protocol and Professional Business Writing
12. Travel Arrangements;
13. Accurate Filing and Recordkeeping

#### DAY 3

14. Dynamic and Positive Body Language
15. Self-Confidence
16. Assertiveness
17. Time Management
18. Stress Management
19. Crisis Prevention & Management
20. Conflict Prevention and Resolution

### NQF LEVELS AND ALIGNMENTS

- » SAQA's Unit Standard ID 12153, NQF level 4, 5 Credits
- » SAQA's Unit Standard ID10388, NQF level 4, 3 credits
- » SAQA's Unit Standard ID 110023 NQF Level 4, 6 Credits
- » SAQA's Unit Standard ID 13934 NQF Level 3, 4 Credits
- » SAQA's Unit Standard ID 12153, NQF level 4, 5 Credits
- » SAQA's Unit Standard ID 9506 NQF Level 4, 4 credits

### COST

**R4490, 00 per person** - Includes comprehensive training material, supplementary readers, certificate completion, refreshments, lunch & snacks, parking vouchers and a free gift to revitalize the soul.

### ENROLMENTS

To enrol your delegates for this exciting course, kindly contact (012) 376 1043 or e-mail:

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