

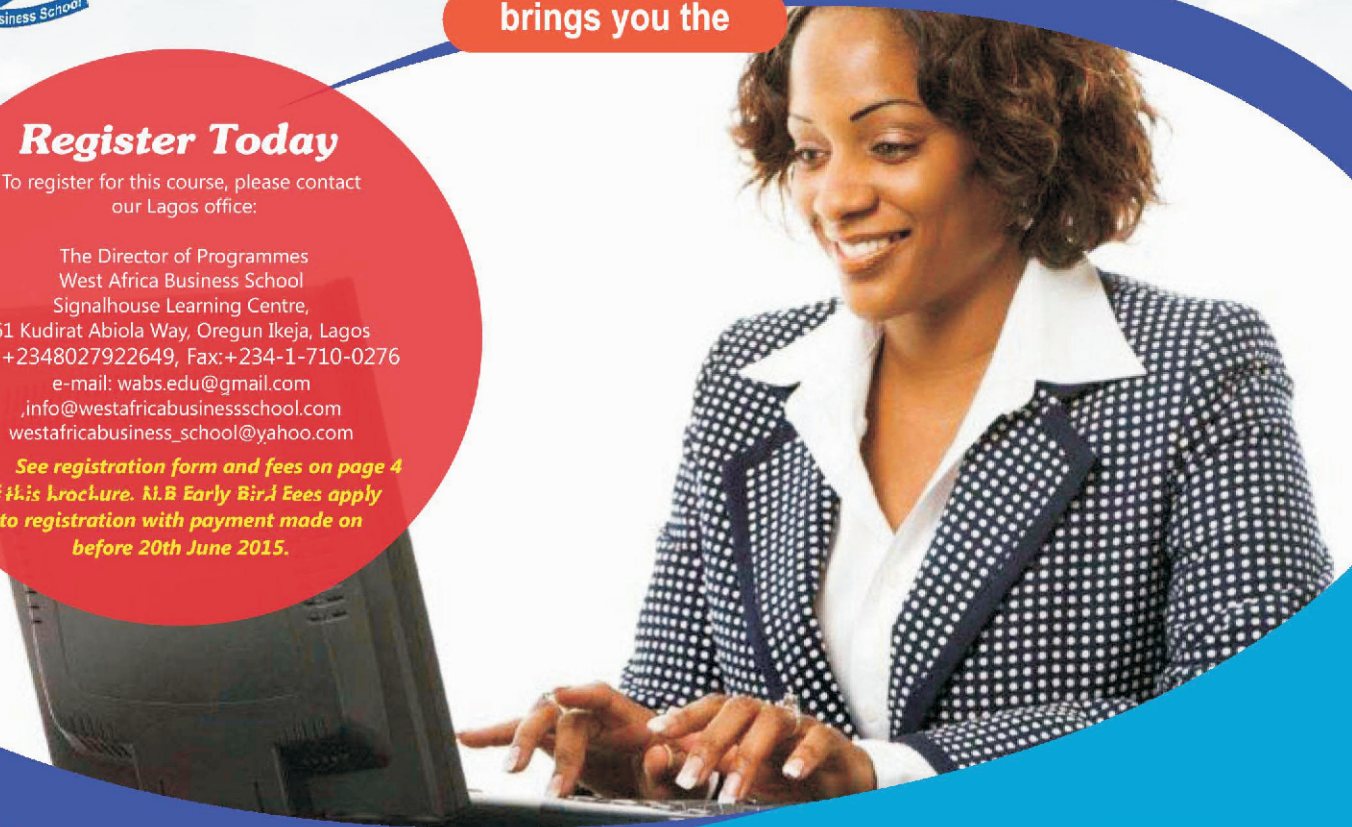
brings you the

## Register Today

To register for this course, please contact our Lagos office:

The Director of Programmes  
West Africa Business School  
Signalhouse Learning Centre,  
61 Kudirat Abiola Way, Oregon Ikeja, Lagos  
Tel: +2348027922649, Fax: +234-1-710-0276  
e-mail: wabs.edu@gmail.com  
.info@westafricabusinessschool.com  
westafricabusiness\_school@yahoo.com

*See registration form and fees on page 4 of this brochure. N.B Early Bird Fees apply to registration with payment made on before 20th June 2015.*



# OFFICE ADMINISTRATION & SECRETARIAT DEVELOPMENT

# MASTERCCLASS

7th - 8th September 2015, Kairaba Beach Hotel, The Gambia

Contact Us:

**West Africa Business School**  
Tel: +2348027922649, Fax: +234-1-710-0276  
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info@westafricabusinessschool.com,  
westafricabusiness\_school@yahoo.com

**Equip HR Africa**  
Tel: +27 12 644 1005  
Cell: +27 (76) 882 9973  
Fax: +27 862 382 418  
Email: info@equiphr africa.co.za

The Office Administration and Secretarial Development MasterClass programme is designed to equip and develop practicing PA's, Secretaries, and Office Administrators with competencies (skills, attitudes, values and behaviours) that are becoming more and more requisite in their complex and challenging environment. The programme affirms that PA's, secretaries and office administrators are professionals and as such learning is part of one's continuous professional development (CPD). The programme engages learners to go beyond the basic functions of a secretary, to a company-team- personal assistant and key performance indicators of workplace success.

## Objectives Of The Workshop

- To empower delegates with modern and current learning that affect secretaries, PA's and administrators
- To allow delegates to engage in powerful self-introspection of their behavioural traits and tendencies, whilst establishing ways to improve these in their roles and functions
- To understand how emotions can have a profound effect on performance, values, and relationships in the workplace
- To take initiative and leadership within the context of your role
- To improve communication and confidence and impact on the bottom line of your business
- To value and nurture key client relationships by being customer service orientated
- To learn how to self-manage using innovative time management ideas

## Target Group

- Practicing PA's, Secretaries, Office Managers, Office Administrators, Office Assistants, Executive Assistants, etc.

## Assesments (Included in the cost)

The Profiles Performance Indicator™ is a DISC orientated assessment that measures an employee's behavioural traits in the areas of productivity, quality work, initiative, teamwork, and problem solving.

It also predicts how people respond to job related stress, frustration, and conflict, as well as their motivational tendencies. The PPI generates three reports: (1) Personal Report, (2) Manager Report and (3) Graph Report. This is used for the attendee's personal and professional development, as well as providing the manager (who did not attend the programme) of specific things to do better to work well the PA and Secretary.

## Course Content

### Module 1

#### (a) The Evolution of PA's, Secretaries and Administrator

1. The role of the secretary : Traditional Function vs Modern
2. Functions
3. Professionalism defined
4. Why your organization, team and manager need the "right"
5. PA and Secretary
6. The role of profiling, selection and growth for secretaries.

#### (b) The Evolution of Office Administration

1. The History of the Work, and Office Administration
2. Roles of Office Administration: Traditional Functions vs. Modern Functions
3. Functions of an Office Administrator
4. The role of profiling, selection and growth for job fit

### Module 2

#### Attitude and Value Adding

1. Attitudes in the workplace
2. How to shift or change mindsets.
3. Developing internal security and confidence
4. Learning to solve problems.
5. Motivation
6. Assertiveness
7. Use of the Disc profile.

### Module 3

#### Communication and Conflict Management

1. What is communication
2. Components of communication
3. Listening skills
4. Dealing with conflict
5. Barriers of resolving conflict
6. Methods and options of dealing with conflict
7. Setting goals and dealing with people.

## Module 4

### Time and Stress Management

1. Time Management
2. Prioritizing and Planning
3. Using a diary effectively
4. Stress Management
5. Adjusting your lifestyle

## Module 5

### The 7 Habits of Highly Effective People

1. Principles & Paradigms
2. Habit 1: Be Proactive
3. Habit 2: Begin with an end in Mind
4. Habit 3: Put First Things First
5. Habit 4: Think Win-Win
6. Habit 5: Seek First to Understand, then to be Understood
7. Habit 6: Synergize
8. Habit 7: Sharpen the Saw

## Module 6

### Emotional Intelligence (EQ)

1. What is emotional intelligence?
2. Attributes Emotional intelligence
3. Why is emotional intelligence (EQ) so important?
4. Emotional intelligence affects
5. How to raise your emotional intelligence
6. Developing emotional intelligence through key skills
7. How to learn the key skills that build emotional intelligence
8. Emotional Intelligence Toolkit

## Module 7

### Managing Your Boss

1. Who is a Boss?
2. Characteristics of Good Bosses
3. What make Bosses Difficult?
4. Effects of Difficult Bosses on Productivity
5. Understanding Frustrated Boss
6. Causes of Disagreement with subordinates
7. General Guide to Managing a Boss

## Module 8

### The Four “How To's” of office Professionalism

1. Business Writing
2. Business Telephone Etiquette
3. Organizing your workplace
4. Effective Minutes and Meetings.

### Method of Presentation

- Facilitation
- Individual exercise
- Group exercises
- Discussions
- Commitments
- Role plays
- DISC/ PPI profiling
- Tasks and introspection



## Facilitator

# Anil Salick

Bcomm(Business Administration),  
Post Grad Project Mgt.

Anil Salick is a clear thinking, passionate and inspirational teacher. An entrepreneur, leader, businessman, professional speaker, facilitator, coach and consultant. Anil has enjoyed a 19 year career in personal, professional and organisational development with small, medium and large sized corporations, as well as governments in **South Africa, Zambia, Tanzania, Uganda, Malawi, Nigeria, Namibia and Swaziland**. Anil is a South African accredited ETDP assessor.

Among his numerous qualifications are a **Bcomm(Business Administration)**, a **diploma in Business Management**, a **postgraduate diploma in Project Management** and numerous certificates. He is currently working on completing his **Masters in Business Administration**.

Anil is a catalyst for possibility thinking, change, open-mindedness, challenging our unquestioned beliefs and taking responsibility for our lives. His teaching style is one of empathy and consideration for others, embodying patience, wisdom, humour, wit, understanding and sincerity. As a facilitator in groups, he adopts a step by step, sequential yet creative, intellectual yet emotionally connected approach.

Anil has a number of hobbies, which include: learning avidly, reading, writing, nature, science, humanism, fishing, genealogy, sports, reflection, Yoga, quiet time, helping others and making a difference. He is soon to launch his first book. Anil is married to Nounouche (the prettiest girl from the island of Madagascar) and they have 3 beautiful children: Andrea, Jashley and Tahj.



## REGISTRATION FORM

### How to Register

Nomination of participants can be sent by letter in hard copy or via e-mail to: [wabs.edu@gmail.com](mailto:wabs.edu@gmail.com), [info@westafricabusinessschool.com](mailto:info@westafricabusinessschool.com); OR [westafricabusiness\\_school@yahoo.com](mailto:westafricabusiness_school@yahoo.com)  
You can also call and talk to the Programme Manager on Tel: +234 8027922649.

### COMPANY DETAILS

Company Name: .....  
Postal Address:.....  
Postcode: ..... Country.....  
Physical Address:.....  
.....  
Invoice for Attention Of.....  
Tel:..... Fax: .....  
Email:.....  
VAT Number.....

### MANAGER AUTHORISATION

Full Name:.....  
Contact Tel Number:.....  
Email:.....  
Signature .....

### COURSE FEES PER DELEGATE

**Early bird** – US\$ 500 per participant for registration and payment before 15<sup>th</sup> August 2015

**Normal registration** - US\$ 600 per participant after 15<sup>th</sup> August 2015

- Multiple nominations from one company attract a 5% discounts for 2 or more persons booked
- Registration MUST be received by deadline to enable organizers list the delegate/participants in the appropriate programme brochure (Closing date for registrations is 5th September 2015)
- The course/workshop fee does not include VAT, hotel accommodation and airfare. The participants are therefore expected to be responsible for their respective airfare and accommodation where necessary

### BANKING DETAILS

**Mode of Payment:** Bank draft or Cash deposit issued in favour of **West Africa Business School** and paid to **A/c No. 0026837347 @ Access Bank Plc. Sort Code: 044151711**. All payment of regular conference fee must be confirmed at least 72 hours before event commencement date.

**Foreign delegates should make payment transfer through the following bank account:**

CITIBANK NEW YORK  
111. WALL STREET, NEW YORK. NY 10043  
SWIFT CODE: CITIUS33  
FED WIRE CODE: 021-000-089  
CHIPS ABA 0108

FOR CREDIT TO: ACCESS BANK PLC  
ACCOUNT NUMBER: 36145842  
ACCESS BANK SWIFT CODE: ABNGNGLA  
FOR FINAL CREDIT TO: WEST AFRICA BUSINESS SCHOOL  
ACCOUNT NUMBER. 0060230470

### GROUP DISCOUNTS

2 Delegates @ 5% discount  
3 Delegates @ 10% discount  
5+ Delegates @ 15% discount

**Registration Closing Date: 5<sup>th</sup> September 2015**

### DELEGATE REGISTRATION

#### Delegate 1:

Full Name: .....  
Designation: .....  
Contact Tel Number:.....  
Email:.....

#### Delegate 2:

Full Name: .....  
Designation: .....  
Contact Tel Number:.....  
Email:.....

#### Delegate 3:

Full Name: .....  
Designation: .....  
Contact Tel Number:.....  
Email:.....

#### Delegate 4:

Full Name: .....  
Designation: .....  
Contact Tel Number:.....  
Email:.....

#### Delegate 5:

Full Name: .....  
Designation: .....  
Contact Tel Number:.....  
Email:.....

#### Delegate 6:

Full Name: .....  
Designation: .....  
Contact Tel Number:.....  
Email:.....

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