

# Mini-MBA

*for EA's, PA's and Admin Professionals*  
5 Day Conference Designed for UN Agencies, Public & Private Sectors



4-8 May 2020 | 5-9 October 2020

The Capital On The Park Hotel, 101 Katherine Street, Sandown, Sandton  
Johannesburg, South Africa

12 -16 April 2020 | 26-30 July 2020 | 21-26 November 2020

Grand Excelsior Hotel Deira (Formerly Shelton Hotel), Al Muteena Street,  
Deira, Dubai, UAE

## Overview

How often are you asked to take decisions in your boss's absence? EA's, PA's and Administrative Professionals play a critical role in supporting managers, teams and the organization. This makes the support they provide vital to the organization's ability to achieve its objectives. Given their vital role, their work is no longer simply clerical or administrative. In addition to their present skill set, today's administrative professionals have to be equipped with a leadership and management skillset. Do you have the strategic insight to make the right decision and innovate in your processes? Do you have enough confidence to handle stressful and delicate situations? To manage your career, you are expected to be a confident decision-maker, a creative thinker, an effective organizer and a good communicator. Do you have enough assertiveness to say no when projects are piling up on your desk? This event will equip you with key skills and tools to become the admin manager of tomorrow. We invite you to reach a level of excellence in your quest to render top-notch support services and enhance your assisting skills and performance to increase the added value of your contribution to your superior and organization. **This 5-day training program is packed with, self-assessments, group learning activities, discussions for participants to share work tips and techniques to supplement and improve current administrative support methods of doing day to day tasks more efficiently, confidently and professionally.**

## Key Learning Outcomes

**Day One: Management and Leadership** – Explore the fundamentals of management and leadership, and the most important differences between the two and how they are interconnected.

- ❖ **Modules:** 1) Management Versus Leadership; 2) What Leadership Is; 3) Understanding Leadership Styles; 4) Understanding the Sources of Power; 5) Building Expert Power; and 6) Building Influence.

**Day Two: Business Etiquette and Event Management** – Explore methods of handling travel arrangements and other matters pertaining to protocol, etiquette, diplomacy and event management.

- ❖ **Modules:** 7) Projecting a professional image; 8) Forms of address and titles; 9) Meeting and event seating protocol and order of precedence; 10) Dining etiquette; 11) Planning official VIP visits; and 12) Cultural Intelligence.

**Day Three: Business Communication** - Demonstrate professional and effective facilitation of business communication and information management support to management, internal units and external partners.

- ❖ **Modules:** 13) Dealing with Unreasonable Requests; 14) Understanding the Causes of Workplace Tension; 15) Knowing When and How to Speak Up; 16) Dealing with Manipulative People; 17) Dealing with Unfair Criticism; 18) Communicating with Difficult Colleagues; 19) Emotional Intelligence; 20) Cultural Intelligence; 21) Developing Good Character; and 22) Stakeholder Management.

**Day Four: Office Management & Administration** - Coordinate and control a full range of assisting services for an executive office, to ensure the effective functioning of business operations.

- ❖ **Modules:** 23) Working with Your Boss; 24) Office Management; 25) Time Management; 26) Stress Management; 27) Calendar Management; 28) Planning and Scheduling; 29) Meeting and Minutes Management; 30) Business Writing; 31) Crisis Management; 32) Decision-Making; 33) Problem-Solving; 34) Information Management; and 35) Ethics and Code of Conduct.

**Day Five: Presentation Expertise** - Apply professional presentation techniques for delivery of information.

- ❖ **Modules:** 36) Introduction; 37) Understand Your Audience; 38) Preparing Content; 39) Delivering with Confidence; and 40) Controlling Your Environment

## Who Should Attend?

- ❖ Those who directly or indirectly give administrative support services to a boss, multiple managers and/or teams.

# Day 1

## Management and Leadership

### Objectives

- Demonstrate authentic leadership that will get you full buy-in and support of those that you collaborate with.
- Acquire the ability to lead your superior in keeping them updated and “on task” in their planning and execution of their goals.
- Apply appropriate confidence and assertiveness when dealing with colleagues to collaborate with or delegate to.

Module	Outcome
1. Management Versus Leadership	➤ Explore the fundamentals of management and leadership, and the most important differences between the two and how they are interconnected.
2. What Is Leadership?	➤ Explore factors needed for effective leadership.
3. Understanding Leadership Styles	➤ Describe the benefits and disadvantages of five styles of leadership.
4. Understanding the Sources of Power	➤ Explore the pros and cons of different sources of leadership power.
5. Building Expert Power	➤ Understanding of how to build, maintain and use expert power.
6. Building Influence	➤ Understanding of how to build, maintain and use influence.

### Group Learning Activities

- **Increase your motivation to lead:** This activity aims at assisting participants to find their focus to lead and identify what they need to do to get motivated.
- **Identifying your leadership style:** Participants will identify their natural leadership styles and then discuss how they can adapt their styles to better suit the people they support or collaborate with.
- **Building and using expert power:** This activity demonstrates that Leadership is a tactful process, rather than a position whereby one identifies what has to be done in order to appropriately influence others to achieve it and make sure that the job is done well, and builds an even stronger collaboration.
- **Using your power and influence:** This activity allows participants to explore specific strategies to improve their influencing skills, so that they can control the type of work they do and gain more satisfaction from their roles and responsibilities.

### Self-Assessments

- 1) How good are **your Leadership Skills**?
- 2) What is **Your Leadership Style**?
- 3) **How Motivated are you to Lead**?
- 4) How Strong are **Your Influencing Skills**?

## Day 2

# Business Etiquette and Event Management

### Objectives

- Acting as the Organization's Representative.
- Receiving high ranking officials, and answer calls/inquiries with tact and discretion.
- Projecting a professional image of the Executive Office.
- Organizing official events and international conferences.
- Arrange travel, hotel accommodations and other logistics for the executive office.

Module	Outcome
7. Projecting a Professional Image	<ul style="list-style-type: none"><li>➤ How to walk in high heels like a professional lady.</li><li>➤ How to stand like a lady/gentleman.</li><li>➤ When to Sit or Stand.</li><li>➤ How to sit like a lady/gentleman.</li><li>➤ Get in and out of a car like a lady.</li></ul>
8. Forms of Address and Titles	<ul style="list-style-type: none"><li>➤ Format and Precedence of introduction.</li><li>➤ Rank and status awareness and forms of address.</li><li>➤ How to speak to more than one person.</li><li>➤ Personal and professional space.</li><li>➤ How to politely decline someone's advances.</li></ul>
9. Seating Protocol and Order of Precedence	<ul style="list-style-type: none"><li>➤ English and French meeting seating protocol.</li><li>➤ Negotiations and meeting with two leaders seating plan.</li><li>➤ Guest and host seating plan and precedence.</li><li>➤ Roundtable seating plan.</li><li>➤ Signing ceremony seating plan.</li></ul>
10. Dining Etiquette	<ul style="list-style-type: none"><li>➤ How to set up a tea tray.</li><li>➤ How to set a dinner table.</li><li>➤ How to navigate the dinner cutlery.</li><li>➤ How to hold a knife, fork and spoon.</li><li>➤ How to handle a dinner napkin.</li></ul>
11. Planning Official VIP Visits	<ul style="list-style-type: none"><li>➤ Support to planning and organizing official VIP visits.</li><li>➤ Travel arrangements of VIPs visits.</li><li>➤ Arrange travel, hotel accommodations and other logistics.</li><li>➤ VIP plane and vehicle boarding.</li><li>➤ Prior briefing of VIP drivers and State Security personnel.</li><li>➤ Prior arrangements of Publicity and Media coverage.</li><li>➤ Prior arrangements with parties involved.</li><li>➤ Prior arrangements with interpreters if necessary.</li></ul>
12. Cultural Intelligence	<ul style="list-style-type: none"><li>➤ Innovation uplifted by diverse resources and perspectives.</li></ul>

### Group Learning Activities

- **Interactive Activities:** Self-assessments, group video viewing and interactive practice activities for participants to roleplay and enact listed outcomes for modules 7, 8, 9 and 10.
- **Cultural Awareness Teambuilding Trip:** In designated areas of the city of Johannesburg/Dubai to contribute to achieving outcomes for module 12.

## Day 3

# Business Communication

### Objectives

- Provide outstanding customer service to management, internal units and external partners.
- Synthesize outstanding administrative support to internal and external relations activities.
- Support management's interaction with internal and external stakeholders through great public relationships.
- Demonstrate professional and effective facilitation of business communication and information management support to management, internal units and external partners.

Module	Outcome
13. Dealing with Unreasonable Requests	➤ Asserting yourself effectively by learning to recognize and deal with unreasonable requests.
14. Understanding the Causes of Workplace Tension	➤ Proactively prevent, recognize and manage conflict effectively.
15. Knowing When and How to Speak Up	➤ Demonstrate your ethical commitment to and support for your organization.
16. Dealing with Manipulative People	➤ Tactfully standing your ground when manipulators use subtle techniques to control you.
17. Dealing with Unfair Criticism	➤ Respond calmly and rationally to unwarranted criticism to deal with it gracefully.
18. Communicating with Difficult Colleagues	➤ Improving bad working relationships.
19. Emotional Intelligence	➤ Developing strong people skills in order to achieve your goals.
20. Cultural Intelligence	➤ Working confidently with people of different cultures.
21. Developing Good Character	➤ Standing up for what you know is right without being stubborn, arrogant or uncooperative.
22. Stakeholder Management	➤ Engage with appropriate stakeholders for timely action or response.

### Group Learning Activities

- **Managing Conflict:** Be able to identify the five main conflict approaches and recognize which approach is best for what situations.
- **Assertiveness:** Identify what your rights are and understand why you let others' needs and demands encroach on you, and then practice assertive communication techniques.
- **Giving Feedback:** Identifying solutions and planning your feedback.
- **Negotiation Skills:** Negotiate win-win solutions that all parties can support.
- **Stakeholder Management:** Detailed mapping and prioritization of stakeholder interests, power and engagement.

### Self-Assessments

- 1) How **Approachable** You Are
- 2) How good are your **People Skills**?
- 3) How good are your **Emotional Intelligence Skills**?
- 4) How good are your **Communication Skills**?
- 5) How good are your **Delegating Skills**?
- 6) How good are your **Anger Management Skills**?
- 7) How good are your **Conflict Management Skills**?

## Day 4

# Office Management and Administration

### Objectives

- Coordinate and control a full range of assisting services for an executive office, to ensure the effective functioning of business operations.
- Foresee problems and take pre-emptive actions whilst managing calendar, schedules and goals.
- Diligently follow-up action and keep the executive office informed.
- Employ oral and written communication that convey professional and positive messages.
- Proactively respond and or direct inquiries to the appropriate Unit for timely action and or response.
- Provide outstanding administrative support to the executive office and external relations activities.
- Maintain and organize up to date hard and electronic files for easy access and retrieval.

Module	Outcome
23. Working with Your Boss	➤ Provide dedicated executive assistant support to the executive office
24. Office Management	➤ Manage resources, operations and coordination of daily activities.
25. Time Management	➤ Prioritizing work to spend the right time on the right activities.
26. Stress Management	➤ Smooth and efficient functioning of the executive office.
27. Calendar Management	➤ Coordinate and support activities to ensure timely delivery.
28. Planning and Scheduling	➤ Adding project management techniques to your daily routine ➤ to increase productivity and efficiency.
29. Meeting and Minutes Management	➤ Support the preparation and organization of regional meetings, workshops, communication and information dissemination.
30. Business Writing	➤ Effectively communicate in clear, simple and professional language.
31. Crisis Management	➤ Informed judgment in dealing with unforeseen problems.
32. Decision-Making	➤ Revise and review correspondence and documentation, providing feedback and making amendments where appropriate.
33. Problem-Solving	➤ Demonstrate initiative to respond independently to queries.
34. Information Management	➤ Organized records and databases that are readily available and compliant.
35. Ethics and Code of Conduct	➤ Exploring and implementing confidentiality guidelines.

### Group Learning Activities

- **Time Management and how to prioritize:** Concentrate on those tasks that lead directly to the accomplishment of set objectives whilst managing interruptions.
- **Overcoming Procrastination:** Spot procrastination as soon as you start doing it and how to plan the best way to tackle your most important tasks.
- **Getting Motivated:** Building self-confidence, thinking confidently and finding focus to do what is expected of you.
- **Improving Productivity:** Managing priorities, pressure and workflow to reach a state of best performance.
- **Improving Work Processes:** Mapping and improving work processes involving internal and external partners.

### Self-Assessments

- 1) How good are your **Time Management Skills?**; 2) How good are your **Stress Management Skills?**; 3) How good are your **Self-Motivation Skills?**; 4) How well do you manage **Productivity?**; 5) How well do you handle **Procrastination?**; 6) How good are your **Decision-Making Skills?**; 7) How good are your **Problem-Solving Skills?**; and 8) How good are your **Management Skills?**



## Day 5

### Presentation Expertise

#### Objectives

- Apply professional presentation techniques for delivery of information to an individual or group of people.

Module	Outcome
36. Introduction	➤ Appreciate the importance of delivering accurate and essential information with positive and memorable impact.
37. Understand Your Audience	➤ Prepare content that specifically appeals to the needs and expectations of your target audience.
38. Preparing Content	➤ Appreciate considerations for how presentation information might apply to an audience.
39. Delivering with Confidence	➤ Overcoming nervousness and making an appreciative presentation to an audience.
40. Control Your Environment	➤ Create the appropriate presentation channel.

#### Group Learning Activities

Demonstrative presentations and refresher discussions on the below listed as to what was covered and how the knowledge should be applied:

- **Management and Leadership:** Building and using expert power and influence to get daily tasks done.
- **Business Etiquette and Event Management:** Arrange travel, hotel accommodations and other logistics.
- **Business Communication:** Dealing with unreasonable requests, understanding the causes of workplace tension, communicating with difficult colleagues and Emotional Intelligence.
- **Office Management and Administration:** Time management and how to prioritize, overcoming procrastination, getting motivated, improving productivity, and improving work processes.

#### Self-Assessments

- 1) How good are your **Presentation Skills**?
- 2) How **Self-Confident** are you?

