

PROFESSIONAL OFFICE ADMINISTRATION

TAKE YOUR ADMIN SKILLS TO THE NEXT LEVEL

OVERVIEW

In any organisation, the administrators and support staff have a variety of challenging roles and responsibilities. Administrators have to be flexible and responsive to the changing needs of their managers and team.

This workshop will introduce you to new skills that will help increase your performance and the support you offer your team, department and manager. It will show you that you can make yourself stand out, by being proactive and efficient.

“You can make yourself stand out, by being proactive and efficient.”

WHO SHOULD ATTEND?

Suitable for all junior secretaries, office managers, administrators, administrative assistants and admin support staff who would like to improve their skills and the contribution they make to the smooth running of their office. Administrators and support staff from all sectors including government, corporate and private sectors will benefit from the training.

YOU WILL LEARN:

- What is required of you to support your team and manager more effectively
- How to effectively provide administrative support for projects
- How to effectively manage, source and negotiate with suppliers
- How to plan and prioritise your workload
- How to handle confrontation and difficult situations
- Why it is imperative to have a good filing system
- How to manage and organise small events and meetings



RAVE REVIEWS

“An excellent course. I am refreshed in the way I look at the administration of an office. I have come away with new ideas. I believe this course will enable myself to be more efficient & proficient in the workplace.”

- Crystal from Grayston Chambers

“I have learned / gained a lot of knowledge in my department of administration. I’ll take that knowledge and use it on a daily basis at the office. A lot of improvements will be made from now on.”

- Lebogang from Remnant Wealth Holdings

If you are unhappy with a course, we will offer you a replacement course of your choice, absolutely free.



PROFESSIONAL OFFICE ADMINISTRATION

COURSE OUTLINE

CONTRIBUTING TO YOUR TEAM/ DEPARTMENTS SUCCESS

- Building strong relationships with your manager and team
- Defining your own and your teams objectives
- Basics of supervising when managing an office

MANAGING SUPPLIERS AND OFFICE LOGISTICS

- Understanding SLA terminology
- Basic negotiation skills used when sourcing and dealing with suppliers
- Travel arrangements and stock control

PROVIDING ADMINISTRATIVE SUPPORT FOR PROJECTS

- Define what constitutes a project
- Your role in a project and how you can maximise the admin support you provide
- Systems and documents used to manage a project

ORGANISING SMALL EVENTS & MEETINGS

- Your role and responsibilities as events organiser
- Budgeting, planning and setting deadlines
- Your event planning checklist

RESOLVING CONFLICT AND DEALING WITH DIFFICULT PEOPLE

- Understanding the five styles of conflict
- Tools to help deal with conflict

MANAGING YOUR TIME

- Planning your day – setting realistic deadlines
- Meeting the needs and demands of more than one person
- Identifying and avoiding 'time-wasters'

FILING SYSTEMS

- Important things to know about filing
- How to set up a filing system
- Filing procedure, maintenance and safety

SETA ACCREDITATION

Please contact our offices to discuss assessment options. The Services SETA has awarded KumaloGreen full accreditation. Your company can claim back a percentage of their skills levies if you attend a KumaloGreen course.

DATES 2023

13 – 14 March 2023

15 – 16 May 2023

10 – 11 July 2023

11 – 12 September 2023

13 – 14 November 2023

OPTION 1: FACE-TO-FACE TRAINING

Price:

R 4 300.00 (excl. VAT)

per delegate

R 4 945.00 (incl. VAT)

Duration:

2 Days

Course start time: 08:30

Course end time: 16:30

Venue:

The Capital Hotel, Melrose

Johannesburg

OPTION 2: VIRTUAL INSTRUCTOR-LED TRAINING

Price:

R 3 500.00 (excl. VAT)

per delegate

R 4 025.00 (incl. VAT)

Duration:

2 Days

Course start time: 08:30

Course end time: 16:30

WHAT IS INCLUDED?

- A brilliant trainer who is a subject matter expert
- Practical exercises, discussion and one-to-one feedback from the course facilitator
- A comprehensive learner guide packed with practical tips
- Post course support to assist you in implementing what you have learned
- Certificate of attendance which you will receive at the course
- Superior training venue with delicious lunch, teas and refreshments
- Secure Parking and Disabled facilities

kumalogreen
TRAINING FOCUSED ON RESULTS

BOOKING FORM

PROFESSIONAL OFFICE ADMINISTRATION

PLEASE SELECT AN OPTION

Option 1: Face-to-face Training	
Option 2: Virtual Instructor-led Training	

PLEASE SELECT A DATE

13 – 14 March 2023	
15 – 16 May 2023	
10 – 11 July 2023	
11 – 12 September 2023	
13 – 14 November 2023	

PERSON MAKING THIS BOOKING

First Name and Surname:	
E-mail Address:	
Contact Number:	

DELEGATE DETAILS - PERSON ATTENDING THE TRAINING

(To register additional delegates, please complete the information on the page overleaf)

First Name and Surname:	
Position:	
E-mail Address:	
Cell Phone Number:	
Work Phone Number:	
Disabilities:	
Special Dietary Requirements:	

COMPANY DETAILS FOR INVOICING PURPOSES

(A tax invoice will be e-mailed once we have received this completed enrolment form.)

Full Company Name:	
Company VAT Registration No:	
Postal Address:	
Purchase Order No (If Applicable):	
Contact Person in Accounts:	
Accounts Phone Number:	
Accounts E-mail Address:	

HR/TRAINING CONTACT PERSON DETAILS

First Name and Surname:	
E-mail Address:	
Position:	

COST

Face-to-face Training:

R 4 945.00 (incl. VAT) p/ delegate

Virtual Instructor-led Training:

R 4 025.00 (incl. VAT) p/ delegate

Group Discount

Book 3 more people on the same course & receive a 10% discount.

Please ensure you read the Payment Terms & Conditions as well as the Cancellation Transfer Policy below to avoid any confusion

PAYMENT T&C'S

A tax invoice, including our banking details, will be issued once your completed booking form has been received. Payment is due on receipt of invoice but longer payment terms can be arranged. Should KumaloGreen not receive payment for the training from the organisation, the individual who attended the training will be liable for payment.

CANCELLATION & TRANSFER POLICY

Full refund for cancellations received two weeks prior to the course. A substitute delegate is welcome for delegates who have already booked and paid. Should a delegate not arrive for the training on the day that course commences, a no-show fee of 100% will be charged. Requests to postpone course attendance must be received in writing at least 3 full working days before course commencement otherwise a late postponement fee of 20% will apply. Only one postponement allowed and transfer to be utilised within 6 months of the original course date. KumaloGreen reserves the right to cancel the event, in which case delegates will be refunded in full.

DELEGATE SIGNATURE

MANAGER SIGNATURE

By signing this booking form, both the delegate and manager agree to the payment terms, conditions, cancellation & transfer policies above.

ADDITIONAL DELEGATES

PROFESSIONAL OFFICE ADMINISTRATION

To register more than one person, please complete the information on this page

First Name and Surname:	
Position:	
E-mail Address:	
Cell Phone Number:	
Work Phone Number:	
Disabilities:	
Special Dietary Requirement:	

First Name and Surname:	
Position:	
E-mail Address:	
Cell Phone Number:	
Work Phone Number:	
Disabilities:	
Special Dietary Requirement:	

First Name and Surname:	
Position:	
E-mail Address:	
Cell Phone Number:	
Work Phone Number:	
Disabilities:	
Special Dietary Requirement:	

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