

# PA & EXECUTIVE SECRETARY MASTER CLASS

**BECOME THE STRATEGIC BUSINESS  
PARTNER YOUR EXECUTIVE NEEDS**

## OVERVIEW

A good PA/EA makes an enormous contribution to the effectiveness of their manager. Supporting your manager and being part of the management team, requires that today's successful PA be proactive and have a range of communication and professional skills. This practical course will help you understand your role and find solutions to common problems, whilst sharing your experiences with other PA's. On this course you will develop your managerial skills, so that you can take on more responsibilities and prove yourself as an invaluable asset to your boss and team.

## WHO SHOULD ATTEND?

Personal assistants, executive secretaries and executive assistants from all sectors including government, corporate and private sectors will benefit from attending this course.

## YOU WILL LEARN:

- How to manage the relationship with your boss and anticipate your bosses needs
- How to get organised, for improved efficiency
- A step-by-step approach to managing projects
- How to contribute in a team meetings - preparing and presenting information
- The do's and don'ts of effective minute taking
- Tools to improve your problem solving and decision making skills so that you are able to effectively represent your boss when they are not in the office
- Self-leadership - motivating yourself and inspiring others
- Your professional toolkit - assertiveness, communication, client focus & image



## RAVE REVIEWS

***“Even though you think you have everything covered in your daily tasks, it’s great to learn and realise there are other opportunities or areas that can help you improve and make your PA tasks easier.”***

*- Kerry from DHL International (Pty) Ltd*

***“The course was very motivational and forces one to self-assess and improve on one’s ability.”***

*- Cynthia from Spur Group*

***“I enjoyed every minute of the training. All aspects of the PA & Executive Assistant were discussed, probably the best training given over the years that I have been taught.”***

*- Minque from Net Assess*

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



# PA & EXECUTIVE SECRETARY MASTER CLASS

## COURSE OUTLINE

### YOU & YOUR MANAGER – WORKING TOGETHER

- Managing the relationship with your boss
- Anticipating your bosses needs
- Working with multiple bosses

### GET ORGANISED & STAY ORGANISED

- How to organise your work-station for improved efficiency
- Organisational planning and setting priorities
- Developing systems and delegating

### MANAGING SMALL PROJECTS

- Step-by-step approach to managing projects
- Phases in a project
- Creating a plan

### CO-ORDINATING MEETINGS, AGENDAS AND MINUTES

- How to contribute positively in a team meeting
- Representing your boss at meetings
- Tips to immediately improve your Minutes and Agendas

### PROBLEM SOLVING & DECISION MAKING

- Making decisions that will positively impact your organisation
- Working through problems
- Exploring alternative decisions

### DYNAMIC LEADERSHIP

- Understanding your leadership style
- Self-leadership: the ultimate challenge
- You as a role model and mentor

### IDENTIFYING YOUR PROFESSIONAL TOOLKIT

- Techniques and knowledge you require, to achieve your future goals

## 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

15 – 16 March 2023  
17 – 18 May 2023  
12 – 13 July 2023

13 – 14 September 2023  
15 – 16 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

## PA & EXECUTIVE SECRETARY MASTER CLASS

### PLEASE SELECT AN OPTION

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

### PLEASE SELECT A DATE

15 – 16 March 2023	
17 – 18 May 2023	
12 - 13 July 2023	
13 – 14 September 2023	
15 – 16 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

### PAYEMENT 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

## PA & EXECUTIVE SECRETARY MASTER CLASS

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:	

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