

PROFESSIONAL ADMINISTRATIVE SKILLS FOR ASSISTANT/ADMIN OFFICER/SECRETARY



By **Michele Thwaits**

Facilitator | Trainer | Speaker | Writer | Coach and Mentor | Virtual Assistant

Date & Venue:

23rd August 2016 Movenpick Karachi
24th August 2016 Royal Palm Lahore

Workshop Timing:
09:00 am to 05:00 pm

Workshop Investment:
27,000/- Exclusive of GST

Course Facilitator:

Michele Thwaits

Facilitator | Trainer | Speaker | Writer | Coach and
Mentor | Virtual Assistant

Michele has been a member of OPSA since 1999, was a finalist in the Office Professional of South Africa competition in 2006/2007, recipient of the PA Summit Chrystal Award in 2011 and finalist in the PA of the

Year 2013, member of the IYOTSA 2014 task team and member of Academy of Excellence. She is currently President of PAFSA 2015/2016.

She has published many articles in the A-Z of PAs and Office Managers magazine, Career Success, In Touch newsletter (PAFSA), Executive Secretary Magazine (UK) and NAHPA (UK) and African PA Magazine (Kenya) and has been profiled by Exceptional EA (Vancouver).

Course Overview:

This course will be helpful to all Assistants/Admin Officers/Executive Secretaries/PAs to understand the shifting responsibilities of the Executive PA, learn to build a strategic business partnership with their executive, enhance the techniques and skills for managing workflow (time, email, diaries) and apply the useful soft skills such as presenting, planning and negotiating.

Course Objectives:

- Identifying ways to develop a strategic working partnership
- Understanding the need for improved productivity
- Applying the skills for good communication
- Learning to enhance your networking skills
- Developing your Project Management skills

Who should attend?

- Personal Assistants
- Secretaries
- Executive Assistants
- Administrative Assistants
- Office Managers

Methodology:

Interactive training where delegates will be participating in practical sessions and group work. Worksheets will be completed at end of the day and delegates will be provided with a manual for reading and referral after the training.

Course Content:

▶ Session 1

Building a powerful business partnership with your executive

- Developing the partnership
- Setting the ground rules
- Communication
- Adapting to style and maintaining great partnership

▶ Session 2

Communication

- Belbin psychometric testing
- VAKOG
- Listening skills
- Different work styles
- Taking control without taking over
- Emotional Intelligence
- Ongoing communication with your Executive

▶ Session 3

Productivity

- Setting boundaries
- Email
- Diary management
- The myth of multitasking
- Procrastination and time management
- Decision-making and problem solving (practical session)

▶ Session 4

Networking and social media – face to face and online

- The advantage and disadvantage of networking
- Face to face networking vs. online networking

▶ Session 5

Introduction to Project Management

- What is a project?
- Defining your project
- The project overview statement
- The work breakdown structure (WBS)

▶ Session 6

Practical session: Project Management

Course Facilitator:

Michele Thwaits

Facilitator | Trainer | Speaker | Writer
Coach and Mentor | Virtual Assistant

Michele is a sought after presenter, facilitator and mentor. She has had the privilege of working with audiences all over South Africa, Africa and beyond – Cape Town, Port Elizabeth, Durban, Kenya, Mauritius and Gabon.

She received her certification as a Life Coach and completed training as an NLP Practitioner in 2010. Michele has been chairperson of the PA Seminar run by Knowledge Resources 5 times.

Michele is also an active member of the Isipho Bursary Foundation launched at Executive Secretary Live Johannesburg in February 2016. This foundation survives on donations from members of the PA profession from all over the world. With these donations, we source students from disadvantaged backgrounds and put them through college and supply them with the stationery and laptops and books required for their studies for a 12-month period. Throughout their study year they are coached and mentored and encouraged to intern at companies where they can utilise the skills and training they have been exposed to in a practical way - getting them ready for the day they need to step into their first job.

Michele makes use of every opportunity to share her experiences and knowledge with others who have a want and desire to enhance their personal development and ultimately empower themselves for success. Some of her achievements so far are:

- ▶ Secretary Johannesburg Chapter PSA - 2000
- ▶ Vice Chairperson Johannesburg Chapter PSA - 2002
- ▶ Chairperson Johannesburg Chapter PSA - 2003
- ▶ Vice Chairperson to Regional Chapter PSA - 2004
- ▶ Finalist Office Professional of the Year - 2006
- ▶ Secretary IAAP Johannesburg Chapter - 2012
- ▶ Vice Chairperson Career Committee PAFSA - 2013
- ▶ Finalist PA of the Year 2013
- ▶ Member of IYOTSA (International Year of the Secretary & Administrator) Task Team - 2014/2015
- ▶ Member of Academy of Excellence, PAFSA - 2013 to present
- ▶ President of PAFSA - 2015/2016
- ▶ Member and coach of the Isipho Admin Bursary Foundation - 2016



TESTIMONIALS:

Winnie Kamuya
CEO International Renaissance Centre, Kenya

Michele Thwaits was a guest speaker and also presented on planning career development during the 2015 Personal Assistant of the year Award™- Africa and symposium. Her workshop was very well received and participants observed that she was knowledgeable, well-prepared, responsive to their questions and able to hold their interest. Her own career experiences and those of others she has coached provide wonderful learning examples that the audience could connect with. She has excellent listening skills and was very capable integrating participant's comments into a productive and rewarding discussion.

Joseph Mathenge
CEO ABMC International Limited, Kenya

Michele Thwaits is an exceptional, highly experienced and motivational trainer for Executive Personal Assistants and Secretaries across the globe. She's held high level positions and roles at the highest level and this gives her a cutting edge in experience in the Executive Personal Assistant industry, where ABMC International has worked with Michele in our various conferences in East Africa and we highly recommend her expertise and delivery in subject matter as an authority expert as we continuously looking forward to work with upcoming modules and training programs.

Debbie de Jager
Founding partner of the John Maxwell Team South Africa

"Michele's true worth as a PA can be seen in her confidence to share her knowledge with other PAs. Because of her passion for life and people, she goes the extra mile to improve the lives of others. As a speaker and trainer, she moves her audiences into action and motivates them to the best they can be. It is with pleasure that I recommend Michele as a PA, as a trainer and a speaker."

For registration(s) send us your Participants Name,
Designation email, address & cell numbers
Also please provide us organization's NTN #

register@quickbizgroup.com



Quickbiz Group Office No. 403 Tahir Plaza, Sultan Ahmed Road, Block # 7 & 8
JCHS, Karachi. Contact: 021-34209142 Mobile: +92-343-2508186,
+92-300-8294943 www.quickbizgroup.com

Quickbiz Cancellation Policy:

Substitutions are welcome, cancellation must be confirmed by email. For Cancellation made in the 05 working days to the workshop, no refunds will be given.