

A background image showing a group of office professionals in a meeting. A woman in a grey top is standing and smiling, while others are seated around a table with laptops and documents.

Organisational & Management Skills For Office Professionals

**Achieving Administrative Excellence and Accelerating
Performance for Executive PAs and Office Managers**

1 - 2 June 2022

This is an **interactive Virtual Instructor-Led Training (VILT)**. Kindly ensure you have a working Webcam and Headset with Microphone.

KEY BENEFITS OF ATTENDING

- **GRASP** tips for the small details that make a big difference
- **LEARN** to manage multiple tasks, priorities and deadlines
- **BE** the custodian of your executive /company brand
- **GROW** with the width of responsibilities by striving for excellence and becoming an indispensable member of the organisation
- **HARNESS** your inbox as an extension of your workload planner
- **DEVELOP** a higher degree of stress resistance
- **BUILD** trust and **TAKE** ownership and accountability
- **MANAGE** your thoughts and **LEARN** how to project confidence till it sticks

WORKSHOP OVERVIEW

“If I have the belief that I can do it, I shall surely acquire the capacity to do it even if I may not have it at the beginning”

We understand how you think and what challenges you. We know the opportunities and dreams you wish to attain. Plus, we speak your language! Don't miss out! Don't be left behind or held back. 2022 is YOUR year and you need to “leave behind shoes no one else can fill”!

Raise | Discover | Decide | Plan | Execute | Unleash Potential

This workshop will help instill excellence into every day by mastering skills, artfully applying expertise, and establishing great chemistry with your peers.

WHO SHOULD ATTEND

- Executive PAs
- Office Managers
- Executive Secretaries
- Personal Assistants
- Executive Assistants
- Confidential Secretaries
- Senior and Junior Secretaries
- Administrative Assistants

TESTIMONIALS

“Anel is a poised trainer, she knows her subject well and able to feedback straight to the point. Her teaching method is straightforward and easy to understand, she has helped me to sharpen my presentation skills highlighting some of my problem.”

~ Sembcorp

“The training was very interesting and useful for the development of a better speaker for not just public but for presentation.”

~ Business Development Executive, Dewan Filharmonik PETRONAS

“Her presentations are not boring bullet-form presentations, and you cannot wait to see what happens on the next slide. Anel is a vibrant, interesting speaker with a wealth of knowledge. I can highly recommend her for any speaking engagement.”

~ Executive Assistant to the CEO, Exxaro

“Both content & presentation hit the bullseye - talk really captured what is happening, what is important, what matters most.”

~ Management Assistant, Nokia Philippines

“I can proudly say that Anel is the best trainer and presenter I had never met before. She knows how to connect with everyone in the class. She has a very good knowledge of the course content and her communication is simple, clear and direct.”

~ CPEA to Director General, Tanzania Civil Aviation Authority

“...Anel was very knowledgeable and was able to tailor the whole training to our individual need, even following up after and keenly monitoring our progress. The experience with Anel from start to finish was faultless.”

~ Executive Assistant, Telkom Kenya Limited

Programme

DAY 1

SESSION 1: PLANNING AND PREPARATION

- Getting organised – Ensuring that you create a conducive workspace and plan your priorities
- Planning principles – Understanding the process of effective planning
- How to prepare for your working day and week
- Being pro-active – How to move from the cliches and actually achieve success

SESSION 2: TO DO LIST

- Why do we need an effective to do list?
- How to create and use your to do list
- To do list as a management tool to support your executive and team to achieve their goals
- How to do lists combat stress and overwhelm
- Using your calendar to boost your organisational skills

SESSION 3: INBOX MANAGEMENT

- How to harness your inbox as an extension of your workload planner
- Colour coding process
- Dealing with managers inbox
- How to deal with infobesity and excessive emails
- How to have difficult discussions about email etiquette

SESSION 4: TIME MANAGEMENT AND PRODUCTIVITY

- How to use every day to maximise productivity
- Understanding priorities and time-wasting activities
- Time blocking as a tool
- Using your biological state to boost your productivity

SESSION 5: UNDERSTANDING PROCRASTINATION AND RESISTANCE

- Why do we procrastinate?
- What do we procrastinate on?
- The drivers for procrastination
- Resistance which manifests as procrastination

IN-HOUSE TRAINING:

In-house training, specifically designed for your organisation, can be a cost-effective way to train a group of staff. All **WEventz** courses listed are available to be run virtually, whatever suits you, either as they stand or modified to suit your needs. If you have other areas that you would want covered in a training session, please contact us to discuss your needs and we will try to help.

Programme

DAY 2

SESSION 6: THE TACTICAL ASSISTANT

- What separates top tier assistants from the rest
- What do we need to do as a profession to stay relevant
- How to move from an operational assistant to a business partner

SESSION 7: COMMUNICATION

- Your ability to manage others depends almost entirely on how you communicate
- Understanding the process of effective communication
- How to be more assertive in communication
- Understanding the correct channels and timing of communication

SESSION 8: BUILDING CONFIDENCE

- How do we create more confidence
- What are the practices that support better confidence
- Fake it till you become it – how to project confidence till it sticks
- Setting healthy boundaries
- Self-respect as the key to raising the profile of our profession

SESSION 9: THE EXECUTIVE ASSISTANT AND LEADERSHIP

- How do executive assistants lead within their organisations?
- Are you a leader? The paradigm shift we all need to embrace
- Being an active morale champion within your organisation
- Take ownership and accountability
- Personal leadership

SESSION 10: BUILDING A POWERFUL BRAND

- What is a personal brand?
- What impact does this have on your earning potential and opportunities
- How do I curate and protect my brand?
- How does my brand affect my executive's brand and vice versa
- **BRAND HEALTH QUESTIONARE – ONLINE ACTIVITY**



Anel Martin

Principal

Anel Martin Training Pty Ltd

Winner of:

PA of the Year Award

Author of:

The Executive Secretary Guide to Building a Powerful Personal Brand

ABOUT YOUR COURSE FACILITATOR:

Anel is a multi-award winning former personal assistant with 15 years' experience in the corporate world. Winner of the coveted PA of the Year Award in South Africa, she has been training assistants since 2009 as demand for her programs grew. She is well known for her fresh and dynamic approach and her ability to help employees understand the changing landscape of business and what will be required from them to stay relevant in the future. She held both CAP-OM and CMOP certifications and has a Business Management Diploma and studied Drama which makes her uniquely positioned to work with clients on body language, voice, confidence, and presentation skills. This also makes her fun to watch.

Anel has worked with groups as large as 2000 from 24 different countries and truly has a global view, she has participated in events in New Zealand, Ghana, Kenya, Zanzibar, Malaysia, Singapore, France, United Kingdom, and the United States. She has been exposed to delegates from all over the world, different accents, backgrounds, and industries.

She is a qualified Results Based Coach who specializes in working with clients on time management, confidence and goals setting with great success. As a coach she is passionate about helping her clients create better lives and careers.

Anel is currently rated as one of the best trainers for assistants in the world by Executive Secretary Magazine and has appeared at all the top events for her industry. She is a published author and her book is entitled The Executive Secretary Guide to Building A Powerful Personal Brand.

Partial list of companies that have benefited from Anel's expertise:

- ✓ HSBC
- ✓ Petronas
- ✓ SAP North America
- ✓ Exxaro
- ✓ Dewan Filharmonik PETRONAS
- ✓ MTN
- ✓ Sanlam
- ✓ Société Générale
- ✓ Oppenheimer Group
- ✓ Kenanga Investment Bank
- ✓ Masdar, Abu Dhabi Future Energy Company
- ✓ Singapore Police Force
- ✓ Telkom South Africa
- ✓ Discovery
- ✓ Stanlib
- ✓ TUV Rheinland
- ✓ Sembcorp Utilities
- ✓ Khazanah Nasional Berhad
- ✓ Labuan Financial Services Authority

Programme Schedule (GMT+8)

- 12.45pm : Registration & Logging In
- 1.00pm : Session Begins
- 2.30pm : Break
- 2.45pm : Session Resumes
- 4.15pm : Break
- 4.30pm : Session Resumes
- 6.00pm : Session Ends

PRE-COURSE QUESTIONNAIRE:

A questionnaire will be forwarded to you to establish your exact training needs and issues of concern to ensure that you gain maximum value from this course. Your completed questionnaire will be analysed by the course facilitator prior to the training and addressed during the training.