

Personal & management assistants workshop

POLOKWANE

CHAMBER OF BUSINESS
SAKEKAMER

Geared for growth...

Workshop content:

Module 1:

Organise your workstation

Identify trouble spots
A place for everything
Bringing your system to life
Maintaining your filing system
Optimising space and time
The five keys to organisational success

Module 2:

Manage your time better

Doing the right things
Being a goal-getter not just a goal-setter
Getting the most out of each day
Identifying time-wasters
Delegating to get things done

Module 3:

Apply etiquette and protocol

Module 4:

Develop your self-esteem

What is self-esteem? Why is it essential?
Making a change for the better
Goal setting: Our sense of direction

Module 5:

Communicate professionally

Basic communication principles
Listening skills
Communication barriers
Effective verbal communication
Non-verbal communication

Module 6:

Working with different personalities

Understanding individual personalities
Character types
Managing personalities efficiently
A professional Image: Dress smart act smart
Crucial first contact
Customers the correct approach
Forms of address
Difficult customers: Problems and complaints
Key values for correct behaviour

Facilitated by:

Capricorn Further Educational Training (FET) College

Date and time:

08:00 - 14:00 on Wednesday 1 July 2009

Venue:

Capricorn FET College - Polokwane Campus, Diemeer Street

Cost:

Chamber members: R1,200 / Non-members: R1,400 per person (including VAT)
(Lecture notes and refreshments included)

Attached hereto please find an entry form that should be completed and returned to the Chamber by no later than Tuesday 31 March 2009. Fax: 086 655 3020 / E-mail: info@pcob.co.za
All fees are payable by Friday 26 June 2009

**NB: Only 20 candidates can be accommodated at a time.
Book early to avoid disappointment!!!**

Graphics design and layout sponsored by Emerging publications.

Workshop for Personal and Management Assistants

- Facilitated by: Capricorn Further Educational Training (FET) College
- Date and time: 08:00 – 16h30 on Wednesday the 1st of July 2009
- Venue: Capricorn FET College - Polokwane Campus, Diemeer Street
- Cost: Chamber members R1200/ non-members R1400 per person (including VAT)
(lecture notes and refreshments included)

A certificate of attendance will be issued by the Polokwane Chamber of Business.

Workshop content:

Module 1: Organise your workstation

Identify trouble spots
A place for everything
Bringing your system to life
Maintaining your filing system
Optimising space and time
The five keys to organisational success

Module 2: Manage your time better

Doing the right things
Being a goal-getter not just a goal-setter
Getting the most out of each day
Identifying time-wasters
Delegating to get things done
Personal action plan

Module 3: Apply etiquette and protocol

A professional image: Dress smart – act smart
Crucial first contact
Customers – the correct approach
Forms of address
Difficult customers: Problems and complaints
Key values for correct behaviour

Module 4: Develop your self-esteem

What is self-esteem? Why is it essential?
Making a change for the better
Goal setting: Our sense of direction
Investing in your self-esteem

Module 5: Communicate professionally

Basic communication principles
Listening skills
Communication barriers
Effective verbal communication
Non-verbal communication

Module 6: Working with different personalities

Understanding individual personalities
Character types
Managing personalities efficiently

Attached hereto please find an entry form that should be completed and returned to the Chamber
Fax to 0865371259 or info@pcob.co.za
All fees are payable in advance

Wednesday the 1st of July 2009

Entry Form

Name: _____ Surname: _____

Company: _____

Postal Address: _____ Code: _____

Tel: _____ Fax: _____

E-mail: _____

Will be attending on 18 July 2008

I accept liability for payment of

R1200.00 including VAT (Chamber members)

or:

R1400.00 including VAT (non-members)

Participant

Personnel Manager/Supervisor

Fax to 0865371259 or e-mail info@pcob.co.za