

# BECOMING THE BEST TEAM SECRETARY/ ADMINISTRATOR

## ★ COURSE OVERVIEW

The role of the secretary is undergoing constant evolution, and one of the latest trends is the emergence of the Team Secretary or Administrator. Managing and organising the administrative affairs of an entire team of executives, sales people, or other departmental groups, takes a special individual, with an enthusiastic, confident nature, combined with trustworthiness and initiative, who enjoys working in a bustling, pressurised environment. To help your team secretary or administrator develop or enhance these vital qualities, BizTech is presenting a course which covers the following key topics:

### APPRECIATING YOUR PIVOTAL ROLE IN YOUR TEAM

- The 'must-have' qualities of the ultimate team secretary/administrator
- Understanding the different types of team players, and how to work with their strengths and weaknesses
- Everything goes through you: the central link
- Diplomatically balancing the needs of your team members
- Learn ways to diffuse conflict calmly
- Using influencing skills to gain team co-operation
- Managing confidential matters with discretion

### ORGANISING YOUR TEAM (AND YOURSELF)

- How to set up systems and processes to manage the team's administrative workload (and your own!)
- Multiple calendar control: some expert tips to keep it all straight
- Working with a global or national team: conference calls, meetings, time zones and travel arrangements
- Learn top level prioritising skills to manage team and individual deadlines and agendas
- Planning meetings, functions and events for your team

### HANDLING THE UNIQUE DEMANDS OF YOUR ROLE

- Assertiveness skills: knowing your rights and your value
- Self-help for dealing with stress in work and in life: how to keep your head when all around you are losing theirs
- Advanced interpersonal communication skills, including problem solving and decision making
- Equity, ethics and teaching your team to trust in you
- Workshop creative and fun team-building exercises and ideas to take back to your management
- Continuous self-development to build your confidence

## COURSE DATE

25 - 26 June 2007

## COURSE DURATION

2 days - 08:30 to 16:30 daily

## COURSE FEES

R4 500 (excl. VAT) per delegate

**5% discount**  
for enrolment 2 weeks  
prior to course date.

## WHAT'S INCLUDED

- Dynamic and knowledgeable facilitators
- Training File and a CD
- Certificate of Attendance
- High quality training venue
- Lunch and refreshments
- Parking
- Quality folder, notepad and pen

## REGISTRATION DEADLINE

Registration Confirmation must be sent prior to the start of the scheduled course.



## ★ WHO SHOULD ATTEND

- Secretaries and administrators entering a team environment
- Team Secretaries/administrators with multiple managers
- Departmental secretaries/administrators
- PA's supporting two or more executives
- Office Managers who coordinate administrative support

## ★ OUTCOMES

After attending this course you should be able to:

- Balance the demands and prioritise the needs of your team
- Organise your workplace and your team for maximum administrative efficiency and cost-effectiveness
- Understand group dynamics and how to prevent and minimise team conflict
- Build team spirit and instill a desire for excellence in your team
- Utilise the 'best practice' solutions to common problems discovered by sharing your experiences with your peers
- Become an ambassador for your team within your organisation and the outside world

## ★ TAKE HOME TOOLS

- Training Manual
- Training CD
- A quality folder, notepad and pen
- All delegates receive one month of telephonic support relating to course content

## ★ BBBEE COMPLIANCE

BizTech is BBBEE level 4 compliant. This means that we are a 100% contributor and companies investing money in training their staff through BizTech can also improve their own BBBEE scorecard. Not only does it offer an opportunity to improve your company's Skills Development BBBEE category, but you can also improve your BBBEE Preferential Procurement category. In each case your company will benefit 100% of the spend made.

## ★ THE VENUE

The course venue is the Sunnyside Park Hotel, Parktown Johannesburg, which is a four-star conference venue. The course will be run from 08:30 to 16:30 daily.

Should you require accommodation, the Sunnyside Park Hotel offers BizTech delegates a substantial discount on accommodation. Please contact Nisha Chuturgoon (Reservations Manager) on 011 640 0431 or 011 643 7226 and quote reference no. 4691 when booking with them.

Course venues will be confirmed prior to course commencement.



## ★ TERMS & CONDITIONS

Should the course not meet your expectations for any reason, you are given the opportunity to leave before lunch on the 1st day and receive a full refund of the course fee.

### ➤ CANCELLATIONS

The fee applicable for cancellations is:

More than one week from the course date	0%
Within one week of the course date:	50%
Within 24 hours of the course date:	100%

Replacements are welcome at no additional charge.

### ➤ POSTPONEMENTS

Postponements or course swap-outs are allowed within 6 months of the original course booking. Cancellations on postponements or exchanges are subject to the full course fee.

### ➤ PRESENTERS

Should it be necessary, BizTech reserves the right to substitute the presenter.

### ➤ DISCLAIMER

BizTech wish to advise that they will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by BizTech to the client.



# ENROLMENT FORM

Please book your place on the course by emailing or faxing this enrolment form. Your place is confirmed on receipt of the completed enrolment form.

Fax to **0861 329 249 (0861 FAXBIZ)** or  
E-mail **training@biztech.co.za**

## SALES CONTRACT

COURSE NAME:

**BECOMING THE BEST TEAM  
SECRETARY/ADMINISTRATOR**

COURSE CODE: **BTSA 250607**

**TOTAL NUMBER OF DELEGATES TO BE ENROLLED**

### > DELEGATE DETAILS [Please print clearly]

1 First Name and Surname \_\_\_\_\_  
Position \_\_\_\_\_  
E-mail \_\_\_\_\_  
Cell No.

2 First Name and Surname \_\_\_\_\_  
Position \_\_\_\_\_  
E-mail \_\_\_\_\_  
Cell No.   
Special Dietary Needs  No. of Kosher  No. of Halaal  Other \_\_\_\_\_  
Special Needs (e.g. wheelchair) \_\_\_\_\_

TO REGISTER ADDITIONAL DELEGATES, PLEASE COMPLETE THE INFORMATION ON THE PAGE OVERLEAF.

### > COMPANY DETAILS

(Please include your company details & VAT No. as required on the invoice before submitting your enrolment form)

Full Company Name \_\_\_\_\_  
Postal Address \_\_\_\_\_  
Postal Code   
Company VAT Registration No.   
Telephone No.  Fax No.

### > PAYMENT DETAILS

Accounts Contact Person \_\_\_\_\_  
Telephone No.   
E-mail \_\_\_\_\_  
Purchase Order No (if applicable)   
Do you require separate invoices for each delegate?  YES  NO

NB: Please include your BizTech invoice number as a reference on your deposit when making payment.

### > AUTHORISATION

Name \_\_\_\_\_  
Position \_\_\_\_\_  
Telephone No.   
E-mail \_\_\_\_\_

Signature \_\_\_\_\_ Date  /  /

Fees **R4 500.00 (excl. VAT) per delegate**

A 5% discount is applicable for all registrations received two weeks prior to course commencement (11 June 2007). Upon receipt, a tax invoice will be processed and payment is required prior to the start of the scheduled course.

You will receive course confirmation via Facsimile or E-mail. If you have not received your confirmation five (5) days prior to the scheduled date of the course, please contact Wanda, Marissa or Lindy on 0861 BIZTECH (0861 249 8324) or 011 997 9800.

If the course is not held for any reason, BizTech's liability is limited to the refund of the full course fee. Substitutions may be made at any time prior to the start of a training course. Submission of this enrolment form constitutes acceptance of BizTech's terms and conditions.



# ENROLMENT FORM (CONT.)

## > DELEGATE DETAILS [Please print clearly]

3 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

4 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

5 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

6 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

7 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

8 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

9 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

10 First Name and Surname \_\_\_\_\_

Position \_\_\_\_\_

E-mail \_\_\_\_\_

Cell No.

