

GREAT ORGANISATIONAL SKILLS: ORGANISE YOURSELF TO SUCCESS!

★ COURSE OVERVIEW

Great Organisational Skills are without question one of the most important business skills needed. It is often at the top of the list of requirements when it comes to recruiting administrative support staff, and the applicant is invariably convinced that they possess these skills in abundance. However, in reality, the complexity of on-the-job demands and instructions coming from all directions, can often stretch even the most confident person, and that is why BizTech is presenting "Great Organisational Skills: Organise yourself to success!" to provide the essential practical skills to ensure absolute organisation despite any chaos that may exist.

The course covers the following topics:

PREPERATION: CLEARING YOUR MIND (AND YOUR DESK!)

- Identifying and getting rid of clutter
- Fully understanding your manager's expectations
- Map out your own accountabilities, with links to everyone you depend on, and everyone who depends on you
- What are the obstacles to getting organised?

PLANNING POWER: GETTING PROACTIVE!

- Proactive planning for any eventuality
- Effective 'To-Do' lists and making them work
- Managing deadlines: scheduling, tracking and reminders
- Designing checklists to circumvent any mishaps
- Developing systems and processes to cover all the bases
- Focusing on objectives for maximum delivery
- Use project management techniques to handle sections of work
- Keeping your management informed and in the loop

IMPLEMENTATION: MAKING IT HAPPEN!

- Effective filing systems: never lose anything important again
- Top tips for the most efficient electronic filing
- Maximising the use of your Outlook diary: it's not only for meetings!
- Methodology for paying attention to detail
- No 'slip-up' follow up steps
- Managing your most important non-renewable resource: Time
- Ways to measure your success: steps to continuous improvement

COURSE DATE

19 - 20 April 2010

COURSE DURATION

2 days - 08:30 to 16:30 daily

COURSE FEES

R6 550 (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

- Administrative personnel who handle large volumes and variety of workload
- Customer service support staff who are focused on efficient delivery and exceeding expectations
- Personal Assistants and secretaries with high volume and diverse working environments
- Anyone who feels they would benefit from being more organised in the workplace

OUTCOMES

After attending this course you should be able to:

- Sort out your working life for maximum efficiency and productivity
- Never worry about missed deadlines or missing paperwork again!
- Influence your colleagues and your management to become more organised when they see how well you are coping
- Eliminate anxiety, overtime and fatigue by always knowing exactly what is expected and how to achieve it proactively
- Get things done and make things happen like never before by being the answer to every managers' hopes and dreams!

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

ACCREDITATION

The Services SETA has awarded BizTech recorded status as a provider for the delivery of learning programmes. Our provider number is 313.

This course is accredited by ICAP (the Institute for Certified Administrative Professionals) who is the authorised, licensed, exclusive agent for the International Association of Administrative Professionals®

BBBEE COMPLIANCE

BizTech is BBBEE level 1 compliant. This means that we are a 135% 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 135% of the spend made.

THE VENUE

The AstroTech Conference Centre in Parktown, Johannesburg is in a gracious mansion in one of the most historic and beautiful areas of Johannesburg.

It is a high-end business focused conference centre with competitively priced packages, excellent facilities and top client service.



Close to major highways, airport and Johannesburg city centre, this state-of-the-art venue offers elegance, discretion, security and convenience with safe parking for 120 vehicles.

Should you require accommodation, the Sunnyside Park Hotel situated in close proximity offers BizTech delegates a substantial discount on accommodation.

Please contact reservation on (011) 640-0431 or (011) 643-7226, quoting reference no. 4691 when booking with them.

TERMS & CONDITIONS

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

CANCELLATIONS

A cancellation can only be confirmed if we are advised in writing at training@biztech.co.za

For cancellations received more than one week prior to the course: 0 % cancellation fee will apply.

For cancellations received less than one week prior to the course: 50 % cancellation fee will apply.

For cancellations received within 24 hours of the course: 100 % cancellation fee will apply.

Substitutes are welcome at no additional charge at any time prior to the course.

POSTPONEMENTS

Requests to postpone course attendance must be received in writing at least three full working days prior to the course commencement. Should we not receive written confirmation within this period, the postponement will be subject to an additional fee of R1 270 (excl VAT) per delegate.

All course postponements or programme exchanges need to be utilized within 6 months of the original course booking or the course fee will be forfeited.

Cancellations on postponements or exchanges are subject to the full course fee.

ABSENT DELEGATES

In the event that a delegate does not arrive for the course and no written cancellation has been received and confirmed, the full course fee will be payable.

PRESENTERS

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

COMMUNICATION

When a person registers on BizTech's website, is registered on a BizTech course or sends an e-mail to BizTech, that person consents to receiving communications electronically or otherwise by BizTech and/or its business partners.

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 **011 582 3301** or
E-mail **training@biztech.co.za**

SALES CONTRACT

COURSE NAME:

**GREAT ORGANISATIONAL SKILLS:
ORGANISE YOURSELF TO SUCCESS!**

COURSE CODE: **GOS 190410**

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

Invoice 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 **R6 550.00 (excl. VAT) per delegate**
Surcharge per Halaal meal **R 65.00 (excl. VAT) per person per day**
Surcharge per Kosher meal **R 175.00 (excl. VAT) per person per day**

A 5% discount is applicable for all registrations received two weeks prior to course commencement (05 April 2010). 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 Hajira on 0861 BIZTECH/011 582 3300. 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.

