

PRACTICAL SKILLS FOR OFFICE MANAGERS/TEAM LEADERS

★ COURSE OVERVIEW

In most organisations, it is taken for granted that as the office manager or team leader, you will seamlessly handle the most diverse range of tasks, from day to day filing to resolving difficult office conflict. You are expected to ensure that everything, and we mean *everything*, happens without a hitch. You are ultimately the person most trusted by senior management to ensure the smooth running of, well, everything.

If you feel that you need some of the weight lifted off your shoulders, BizTech has designed the ideal course for you. The course covers the following key topics:

THE ART OF PEOPLE MANAGEMENT:

- Get your team pulling in the same direction
- Mastering Leadership so that you and your team are top performers
- Learn how to motivate, inspire and empower even the most difficult of your team members
- Appropriate recognition and reward of good performance
- Defining team roles for maximum productivity
- Delegating - how to let go
- Providing negative feedback in a positive way
- Knowing when to train and when to discipline
- Know how to manage time keeping, absenteeism and all the other difficult people issues
- Managing people who are older or more skilled than you
- Giving your team your time but still coping with your job

PRACTICAL TECHNIQUES FOR SUPERIOR PERFORMANCE:

- Develop planning techniques for you and your team
- Ensure quality and consistency through defining process flows and developing check lists
- How to run effective team meetings and prepare accurate minutes and action items
- Instilling a true "Customer First" culture within your team
- Managing stationery and stock to prevent losses and optimize order quantities
- Understanding budgeting basics
- Controlling office expenses and petty cash
- What checks and balances do you need to prevent fraud in your team?
- Getting your company the best deal through successful negotiation & supplier relationship management
- What contracts or service level agreements can you and should you sign?
- Providing concise but effective management reporting
- Ensuring systems are in place to deal with emergencies
- Managing the technology issues that your team depends on

COURSE DATE
25 - 26 October 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

- Office Managers, Supervisors and Team Leaders
- Personal Assistants and secretaries with office management responsibilities
- Office administrators wanting to improve and gain new skills
- Anyone wanting to improve their office efficiencies and performance

OUTCOMES

After attending this course you should be able to:

- Fulfill your role as an effective manager, supervisor or team leader
- Improve productivity through planning and time management
- Effortlessly deal with all levels of people and situations
- Expand your responsibilities while coping with stress
- Demonstrate a clear understanding of cost control and fraud prevention
- Manage a productive office so that your value as an employee grows exponentially!

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:

PRACTICAL SKILLS FOR OFFICE MANAGERS/TEAM LEADERS

COURSE CODE: PSOM 251010

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 (11 October 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.

