



# EXECUTIVE SECRETARIES Master Class

## Why this Course?

- This training course is an interactive and enjoyable training course seeking to develop and stretch the skill-set of EAs and PAs.
- It will help them to understand how to work with different leadership styles and at the same time develop the competence, confidence and mindset to achieve excellence and to recognize their value to their organizations.

## Target Audience:

### About Us

This training course is suitable to a wide range of professionals but will greatly benefit:

- Executive Secretaries
- Personal Assistants
- Office Managers and Team Leaders
- Administrative Assistants and Co-coordinators

**For Bookings!!**

**Contact Us**

**Tel: +268 2416 2079 / +268 2416 2820**

**Cell: +268 7625 4708**

**Email: [jbhrecruitment@s.wazi.net](mailto:jbhrecruitment@s.wazi.net)**

# 2025

**Date:**

28-30 April 2025

**Venue:**

Jozini Game Reserve

**Costs:**

**E18,000.00**

(Incl. Meals & Accommodation)



JBH Management Consultancy  
Ezulwini, Farm 706, Waterberry Park Office #4

# COURSE CONTENT

## 1. Advanced MS Suit

### i) Ms Word

- Layout and design of word
- Formatting and style
- Using templates Tables
- Headers and Footers
- Table of contents
- Review documents and track charges
- Using mail merge for mass mailings
- Keyboard shortcuts
- Ms Word and security Using macros
- Compatibility Mode

### ii) Microsoft Excel

- Introduction to Excel.
- Excel Functions
- Formatting data Excel
- Bar Graphs & Pie charts
- Pivot tables

### iii) Advanced Ms PowerPoint

- PowerPoint tour and the user interface Power point features
- Creating a presentation Slides and text
- Pictures & ClipArt Smart Art

### iv) Microsoft Outlook

- Finding and organizing emails effectively
- Creating custom signatures and out of office responses
- Tools and technique to reduce the size of your inbox
- Storage: Archive and personal folders
- Using search folders to organise your emails
- Using the calendar to create appointments and meetings
- Sharing your calendars
- Managing your contacts effectively
- Reducing spam

## 2. Minute Taking and Report

### Writing Skills

- An introduction to Meeting Matters
- Meeting Procedures
- The Purpose of Minutes of Meetings
- Preparing to Take Minutes
- Reporting Writing
- Different types of reports: Information, Research and Field
- Structuring a report
- Contents & Layout

## 3. Time and Task Management

- Setting your foundation – organizing your Time, Tasks and Office Systems
- Achieving results through planning, prioritizing and delegation
- Task prioritization
- Time and task management apps
- Managing interruptions
- Working with others to achieve results
- Overcoming challenges in time, task, work
- planning effectiveness
- Dealing with email

## 4. Customer Service

- Introduction to Customer Service – 21st Century Challenges
- Good vs. Poor Service
- Who is my customer?
- Customer satisfaction
- Wow! Service – Going the Extra Mile
- Dealing with customer complaints
- Measuring customer service
- Courtesy
- Communication skills – a vital tool for excellent customer service
- Understanding and communicating with your customer

## 5. Communication and Presentation Skills

- Pillars of effective communication
- Identifying preferred communication styles

- mind-set and understanding its importance for assertiveness
- Handling difficult conversations
- Identifying the win-win
- Designing a professional presentation
- Overcoming anxiety when presenting
- Powerful communication skills

## 6. Protocol, Etiquette & Emotional Intelligence

- Principles of business etiquette and protocol
- Personal and professional conduct
- Planning and hosting VIP occasions
- Proper communication etiquette
- Variations in protocol and etiquette
- Emotional intelligence
- Stress Management and Wellness

## 7. Basic Filing and Records Management

- Introduction to FRM
- Filing Systems and Classifications
- Files and Records Control
- Records Detention and Disposal
- Filing Equipment and Layout
- 5S Practices in the Office

## 8. Basic Finance Budgeting for Non-Financial Professionals

- Introduction to corporate finance
- Budgeting and forecasting techniques
- Financial statements, taxes and cash flow management
- Identify the different categories of cost accounts for budgeting and tracking spending
- Understanding and analyzing financial statements
- Completing basic cash and capital budgeting
- Solidify your grasp of finance fundamentals: amount, timing, revenues & profits
- Interpret data on financial reports and how these reports impact each other.



# MANAGEMENT CONSULTANCY PTY (LTD)

*We make it our Business to make your Business a success*

## EXECUTIVE SECRETARIES/ADMIN/PAs REGISTRATION FORM:

AUTHORISING PERSON		
Name:		Tel:/Cell
Company:		Email:
Designation:		Signature:
Date:		

DELEGATE INFORMATION				
Title	Name & Surname	Designation	Tel/Cell:	Email Address

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### Banking Details

#### **FNB**

Acc #: 57721217092  
Branch Code: 281064

#### **NEDBANK**

Acc # 20000586545  
Branch Code: 360164

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