

Learn. Internalize. Apply



THE ULTIMATE GAME-CHANGING SKILLS FOR EXECUTIVE PA'S AND ADMINISTRATIVE PROFESSIONALS WORKSHOP

DATE: 18TH-22ND JULY 2022

VENUE: MIDLAND HOTEL, NAKURU

COST: KSHS 87,500 EXCLUDING VAT PER PERSON

NITA APPROVAL: NITA/TRN/916

INTRODUCTION

Sunday Adelaja once said *“If you want to work with people, then you have to know how to administrate, that is to organize them and lead them.”* **Martin H. Fischer** is reputed to have said *“You're no good unless you are a good assistant; and if you are, you're too good to be an assistant.”* Administrative skills are those competences that are required for success in administration, such as communicating, computing, organizing, planning, scheduling, or staffing. Office administration management is a branch of management which is concerned with the services of obtaining, recording and analyzing information, of planning and communicating, by means of which the management of an organisation safeguards its assets, promotes its affairs and achieves its objectives.

Today's workplace is characterised by high tech, fast paced and ever-changing environment. It is in this environment that the administrative support position serves as the nerve centre of business, industry and government at all levels. Called upon to increase the effectiveness of the office environment, the administrative professional needs to manage strategies, public relations, resources, time, stress, difficult people conflict and crisis situations calmly, effectively and professionally.

This workshop provides proactive skills vital to today's administrative support position. In addition, this course shows participants how to exploit the opportunities it presents. It will demonstrate how delegates can take charge of technology and truly exploit its business potential. It will offer innovative approaches to communication and meetings that are fast paced, creative and focused on action. It will describe the emerging 21st century business etiquette and show how its application can maximise your professional influence and effectiveness. This course will expand the horizons of participants beyond traditional role of the executive secretary or personal assistant and equip them with new skills. After this course, delegates will be able to take on more responsibility and achieve greater work satisfaction.

Every organization, be it private business, government ministries and agencies, nonprofit entities, educational institutions, and medical facilities, require administrative professionals. The roles played by administrative professionals are vital to their organizations' ability to achieve goals and objectives. Administrative professionals need a strong set of essential skills to empower them to

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manage their work environment efficiently and effectively. These cadre of staff need skills to manage their offices, employ public relations, use resources, manage time, deal with stress, difficult people, handle conflict and crisis situations calmly, effectively and professionally. This five-day training program is packed with techniques for boosting essential business writing, communication, time management, office organization and decision-making skills that will equip participants to perform their day to day tasks more confidently and professionally.

SPECIFIC OBJECTIVES OF THIS TRAINING

After completing this five-day training, participants will be able to apply the principles and best practices in efficient office administration in their organizations. By the end of this training, participants should be able to:

- Accept the challenges of increased responsibilities as they arise
- Analyze situations, make decisions and solve problems calmly
- Apply effective time management and office etiquette skills
- Align office work with your bosses' and organizational goals
- Cultivate stronger partnerships with leaders and co-workers,
- Deliver an effective and legendary customer experience.
- Enhance confidence, credibility, integrity, interpersonal skills, recognition and visibility
- Identify why teamwork and collaboration are important in business operations
- Increase leadership, influence and ability to get results and renew sense of purpose
- Get more done in less time
- Get that special edge needed to stay two steps ahead in today's competitive business world
- Prioritise and cope with multiple tasks in an office environment
- Refresh current skills, master new ones and network with other professionals
- Scale up the ability to collaborate up, down and across the organization
- Understand self and others based upon personality indicators

BENEFITS TO YOUR ORGANISATION

Training is an investment in the future of your organisation and employees in which the payback is immediate. Building skills and improving knowledge in office administration helps your company stay ahead of the pack and execute its mandate. There is this ancient **Chinese proverb that says: "Give a man a fish and you feed him for a day. Teach a man to catch fish and you feed him for a lifetime."** There is this anonymous quote that "Records management is knowing what you have, where you have it and how long you have to keep it." This training is one of the building blocks for developing a solid culture of unleashing the potential of staff in office and record management departments in a way that it impacts positively your organization with:

- A more proactive outlook coupled with increased creativity and productivity
- Motivation, customer focus and better time management
- Reduced absenteeism through an ability to manage stress and conflicts including prioritization of tasks

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- Increased self-awareness, confidence and interpersonal coupled with effective communication skills
- Increased administrative efficiency in the sense that employees are more efficient when records are organized and accessible.
- Office space savings because valuable space is freed up as inactive records are archived.
- Enhanced documentation of actions and decisions, and compliance with laws and regulations.
- Better time management

BENEFITS TO PARTICIPANTS

By the end of this five-day course, the participants will enhance their competences in:

- Practical skills and competences in office administration
- Building highly effective human resource to deal with stress and difficult people
- Self-motivation and confidence in relating well with others in the organization
- An in-depth understanding of different management styles and how to work with them
- The ability to be more self-aware and manage workplace stress
- Excellent communication skills
- Effective presentation skills and advice on controlling nerves
- Organisation skills and an understanding of the importance of time management
- Using techniques to think creatively, solve problems, plan, and make decisions

While attending the training, participants will:

- Network and learn with a diverse group of other Administrative Professionals from different industries and organizations
- Develop a personalized action plan that you will take back with you to your job
- Learn and practise these new skills using case studies, real examples and role plays over five interactive and challenging days

TARGET COMPETENCIES

- Forward thinking
- Emotional control
- Presenting ideas
- Building and maintaining systems
- Negotiation
- Event planning
- Image building
- Effective Communication
- Strategic Thinking
- Proactive and Initiative

TARGET GROUP

This workshop is suitable to anyone in an administrative, secretarial or support staff role. It is designed for administrative professionals, office assistants and executive support staff to upgrade and enhance their skills for their current roles, new roles, and expanded responsibilities and improve on their productivity. This course is also for administrative professionals who want to

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understand what a 21st Century role looks, sounds and feels like including those who are new to a role, to set them on a path of continued success. The target group includes, but not limited to:

- ✓ Office Managers
- ✓ Office Team Leaders
- ✓ Office Supervisors
- ✓ Senior Administrators
- ✓ Administrators
- ✓ Executive Personal Assistants
- ✓ Executive Secretaries
- ✓ Senior Secretaries
- ✓ Secretaries
- ✓ Personal Assistants
- ✓ Administration Assistants
- ✓ Office Assistants
- ✓ Office Clerks
- ✓ Office Messengers
- ✓ Support Staff
- ✓ Department Coordinators
- ✓ Assistant coordinators
- ✓ ICT Managers
- ✓ Records Team Leaders
- ✓ ICT Team leaders
- ✓ Librarians
- ✓ ICT Supervisors
- ✓ Records Supervisors
- ✓ Registry Officers
- ✓ Records officers
- ✓ Archivist
- ✓ Records Management Officers
- ✓ Information management Officers
- ✓ Information Management Clerks
- ✓ Documentarists
- ✓ ICT clerks
- ✓ ICT officers
- ✓ Newly Appointed Supervisors
- ✓ Newly appointed personal assistants
- ✓ Newly appointed executive assistants
- ✓ Office Administrators
- ✓ Executive or Private Secretaries
- ✓ Personal Secretaries
- ✓ Principal Administrative Assistants
- ✓ Personal Administrative Assistants

OUR TRAINING METHODOLOGY

At DGMB, we have spent a couple of years developing and refining our training approach in this area. Our methodology has several features that will ensure your staff experience a robust and relevant program; one that strengthens team dynamics and the organization deliver improved results. Some of the highlights of our unique approach are:

◆ **Reduced Emphasis on Formal Training**

We base our course designs on the 70:20:10 paradigms. Research indicates that about 70% of what adults learn is through on-the-job experience, 20% through social learning, and 10% through formal training. We present information in ways that engage participants and generate plenty of discussion and sharing of experiences. We also provide individual and group assignments that encourage participants to integrate new concepts into their daily work.

◆ **Practical and Relevant Content**

In assessing and designing customer service and communications skills course, we remembered Hermann Ebbinghaus' famous 'forgetting curve' that shows we forget 50% of learned material within one hour unless it is put into practice. Our needs analysis and instructional design practices produce engaging, real-world learning materials, customized so that participants relate fully with the content.

◆ **Employing the Wisdom of Renowned Management Thinkers**

We employ the wisdom of renowned academics and authors on business and management like Henry Mintzberg who believes that:

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- ✓ management should emphasize teamwork, rather than rely on heroic individualism
- ✓ effective staff are reflective in the context of taking action
- ✓ management development works best as social learning in small groups

◆ **Research-supported Methods**

Our training delivery is always informed by research on adult learning principles and by our experience as organizational development consultants, instructional designers and facilitators. Consequently, we include plenty of opportunities for learners to apply key concepts, using scenarios and simulations, personal action plans, accountability partners, and other techniques. These methods ensure participants retain what they have learned, apply what they have learned quickly, refine their approach, and internalize learning for long-term use.

◆ **Uncommon Focus**

Few training firms follow good design principles consistently because it takes time, sustained focus and clarity. Compared to other strategies and methodologies, DGMB's program will:

- ✓ Help you build strong internal communities
- ✓ Help staff learn more rapidly
- ✓ Build in lasting change through reflection
- ✓ Create working teams that are more cohesive, resilient, and productive

In this we have combined the following training approaches:

- i. Presentations through lecturing, group exercises, demonstrations and group discussions including presentations to enable interactions between the facilitators and the participants and among participants.
- ii. Discussions on topical issues arising from the various sessions and during the scheduled plenary discussions.
- iii. Citation of real case scenarios to enhance understanding of the core concepts, issues and training strategies
- iv. Role play, games and hands-on exercises
- v. Held plenary sessions to identify way forward

DGMB has deployed modern training aids aimed at making the training more exciting, inspiring and interesting. The teaching aids are numerous and serve different purposes. We used the following teaching aids to be very effective in capturing the imagination of the trainees:

- ✓ Overhead Transparencies (Colored power point slides), Demonstrations and emailed training materials to each participant.

COURSE DURATION

The course duration is **five (5) days** that will run as per our proposed course content below. The length of the training is adequate to cover the entire course. Over the duration of the training, participants will learn the strategic value administrative support to their respective organizations.

COURSE CONTENT:

Our training program on attaining excellence in administrative skills, is detailed, innovative, and value for money to delegates. Our course is applicable across all

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industries and sectors of the economy. Our detailed contents of this five -day intensive training is shown below:

TIME TABLE:

Find below the programme for this seminar:

DAY ONE	
8:00 am – 8:30 am	Arrival, Registration and Climate Setting
8:30 am – 10:30 am	Programme introduction and objectives
10:30 am – 11:00 am	Mid-morning Break and Refreshments
11:00 am – 1:00 pm	<ul style="list-style-type: none"> •The ‘competence’ model of skills, behaviors and values •Time management constraints –resources, systems, other people and self
1:00 pm – 2:00 pm	Lunch Break
2:00 pm – 4:00 pm	<ul style="list-style-type: none"> •Personal competence review •Handling requests and conflicting priorities
4:00 pm – 4:15 pm	Wrap Up, Coffee/Tea & End of Day One
DAY TWO	
8:00 am – 8:30 am	Arrival, Registration and Climate Setting
8:30 am – 10:30 am	Data entry and security
10:30 am – 11:00 am	Mid-morning Break and Refreshments
11:00 am – 1:00 pm	<ul style="list-style-type: none"> •Briefing skills – giving, receiving and passing on •Notes, minutes and follow-up
1:00 pm – 2:00 pm	Lunch Break
2:00 pm – 4:00 pm	Organizing and participating in meetings
4:00 pm – 4:15 pm	Wrap Up, Coffee/Tea & End of Day Two
DAY THREE	
8:00 am – 8:30 am	Arrival, Registration and Climate Setting
8:30 am – 10:30 am	Coaching and training colleagues and staff – skills of on-job training
10:30 am – 11:00 am	Mid-morning Break and Refreshments
11:00 am – 1:00 pm	<ul style="list-style-type: none"> •Developing a network of working relationships – influencing skills •Assertiveness and conflict
1:00 pm – 2:00 pm	Lunch Break
2:00 pm – 4:00 pm	Helping others perform – case study
4:00 pm – 4:15 pm	Wrap Up, Coffee/Tea & End of Day Three
DAY FOUR	

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8:00 am – 8:30 am	Arrival, Registration and Climate Setting
8:30 am – 10:30 am	Planning and priority setting
10:30 am – 11:00 am	Mid-morning Break and Refreshments
11:00 am – 1:00 pm	Office layout and ergonomics: Managing paper-load and developing paperless systems
1:00 pm – 2:00 pm	Lunch Break
2:00 pm – 4:00 pm	Setting up/developing writing layout and style guidelines for the organization
4:00 pm – 4:15 pm	Wrap Up, Coffee/Tea & End of Day Four
DAY FIVE	
8:00 am – 8:30 am	Arrival, Registration and Climate Setting
8:30 am – 10:30 am	Principles of information management – scheduling, filtering and digesting
10:30 am – 11:00 am	Mid-morning Break and Refreshments
11:00 am – 1:00 pm	Improving customer service and systems – continuous improvement & Action Planning
1:00 pm – 2:00 pm	Lunch Break
2:00 pm – 4:00 pm	Emotional Intelligence
4:00 pm – 4:30 pm	Wrap Up, Coffee/Tea & E, Graduation & End of Training

YOUR INVESTMENT

We shall offer this training at a professional fee of **Kshs 87,500 per person excluding VAT**, for the entire duration of the course. This fee will cover the following:

- ✓ Curriculum development, Course preparations, Training delivery, Certification & Take-home materials
- ✓ End-of-training evaluation, Training Report, Group photo, Conference venue & Lunch and Tea/Coffee

However, participants will cater for their transport and accommodation expenses.

ADMINISTRATION DETAILS

Dates: 18th -22nd July 2022

Venue: Midland Hotel, Nakuru

For enquiries or registration call **David** on: (+254) 722 352 680/ (+254) 731 352 680 or **Betty** on (+254) 787 352 680. Alternatively send an email to: training@dgmbtraining.co.ke or dgmbfinance@gmail.com

Time: 8:00 a.m. – 5:00 p.m.

Attire: Smart Casual

PRE-REQUISITES

No prior detailed knowledge of administrative skills is required.

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QUALITY ASSURANCE

DGMB Training Solutions Ltd strives to provide you with the most productive, effective and value for money training experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival.

TERMS AND CONDITIONS

Disclaimer: All registrations are subject to session availability. All speakers, sessions and prices were confirmed and correct at the time of printing. DGMB Training Solutions Limited reserves the right to change speakers and program details as required in addition to making changes to the schedules, venue or cancel the event altogether.

Privacy notification: DGMB Training Solutions Limited respects the privacy of individuals, their sponsors, Organizations and acknowledges that the information you provide on registration form is confidential and third parties would not have access to. DGMB Training Solutions Limited collects this information for purposes of processing your registration and providing you information (via email and/ or mail) on upcoming events, specific products and services provided by or associated with DGMB Training Solutions Limited. Kindly register by 5pm, two working days prior to the training to enable us to cater for your course materials and catering requirements. **Notice of withdrawal:** Unless written notice of withdrawal is received before the closing date of the programme, the full fee is still due in the event of non-attendance. However, DGMB Training Solutions Limited accepts replacement(s) or substitution, made in writing, prior to the commencement date of the Seminar. However, no substitution of participant(s) is allowable after the commencement of the training.

CERTIFICATE OF PARTICIPATION

Participants will be awarded certificates after completing this course.

TRANSPORT AND ACCOMMODATION

Participants will cater for their own transport and accommodation.

HOW TO PAY

1. Issue Cheques in the name of “DGMB Training Solutions Ltd” or
2. Remit the Training fees via RTGS or Electronic Funds Transfer (EFT) to our Bank, the details are: - Account Name: - DGMB Training Solutions Limited, Bank: Cooperative Bank of Kenya, Branch: City Hall Branch, Nairobi, Account Number: - 01148231039600 and Branch Code: - 11049.
3. Our PIN is P051349463P

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