

FIRST ANNUAL
*Conference for Limpopo & Environs
 Office Professionals*

MOTIVATED, MANAGING AND MOVING FORWARD!

Bolivia Lodge - Polokwane

1-2 September 2010

Endorsed by



ASSOCIATION FOR
 OFFICE PROFESSIONALS
 OF SOUTH AFRICA

www.opsa.org.za

PRELIMINARY PROGRAMME	
WEDNESDAY 1 SEPTEMBER 2010	
08h30-08h55	Registration (Delegates are advised to dress comfortably for the tour.)
09h00-09h10	Opening and welcome Ms Esther Josias - Pd'é Training
SESSION ONE: Mrs Li-Ann Meyer – Dictum PA of the Year Finalist 2007	
09h10-09h35	Keynote address – <i>Journey to success: lessons learnt</i>
09h35-09h40	<i>Questions and discussion</i>
09h40-10h30	Ten top competencies for office professionals: 2010 and beyond
10h30-10h35	<i>Questions and discussion</i>
10h35-11h00	Tea/ Coffee
SESSION TWO: Ms Esther Josias – Pd'é Training	
11h00-12h30	Cross-cultural communication in the workplace
12h30-12h35	<i>Questions and discussion</i>
12h35-14h00	LUNCH
SESSION THREE: Ms Gladys Dibakoane – Employee Assistance Manager, Limpopo Department of Agriculture	
14h00-14h25	Living a balanced life as an office professional: taking care of your health, while taking care of the office
14h25-14h30	<i>Questions and discussion</i>
14h30-14h45	Comfort break
14h45-16h00	Delegates board bus for tour
16h00-21h00	Magoebaskloof Tour and Dinner at Magoebaskloof Hotel
20h45-21h00	Delegates board bus for journey back to Polokwane
21h00	Bus departs from Magoebaskloof Hotel back to Polokwane hotels
THURSDAY 2 SEPTEMBER 2010 WORKSHOPS RUN CONCURRENTLY – DELEGATES MUST CHOOSE ONE	
08h30-10h15	Workshop
10h15-10h35	<i>Tea / Coffee</i>
10h35-12h20	Workshop
12h20-13h00	<i>Lunch</i>
13h00-14h45	Workshop
14h45-15h05	<i>Tea / Coffee</i>
15h05-16h30	Workshop

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TRAINING WORKSHOPS (Minimum 10 and maximum 15 participants in each workshop.)

- Personal Assistant
- Developing Your Management Potential
- Assertiveness Training
- Emotional Quotient for Growth

For more information on training workshops, please scroll down.

SPEAKERS

PRELIMINARY LINE-UP

Apart from the keynote address, all papers will take on a seminar format. This interactive model allows each delegate to become part of the discussion. Delegates are able to identify solutions to their unique workplace challenges.

KEYNOTE ADDRESS – JOURNEY TO SUCCESS: LESSONS LEARNT TEN TOP COMPETENCIES FOR OFFICE PROFESSIONALS: 2010 AND BEYOND Mrs Li-Ann Meyer – Dictum PA of the Year Finalist 2007

Mrs Li-Ann Meyer has been in the secretarial profession for the past 19 years. She has held numerous positions within the financial services industry. Mrs Meyer completed her Diploma in Events Management with distinction at Damelin in 2006. She recently tied the knot and was previously known as Li-Ann Martin. She is passionate about empowering people to be their best and to choose a life of victory!

CROSS-CULTURAL COMMUNICATION IN THE WORKPLACE Ms Esther Josias – Pd'é Training

In our very diverse South African society, cross-cultural communication cannot be avoided. Effective cross-cultural communication is essential in the workplace. We all have cultural baggage. In this session we will identify this baggage, decipher it and learn how to effectively deal with it. Ms Josias has worked in cross-cultural settings for as long as she can remember. She has an MBA degree and has trained many interns while working at the University of Limpopo. She has also been a volunteer trainer for the past five years.

LIVING A BALANCED LIFE AS AN OFFICE PROFESSIONAL: TAKING CARE OF YOUR HEALTH, WHILE TAKING CARE OF THE OFFICE Ms Gladys Dibakoane – Department of Agriculture, Limpopo

Life is fast and office life has accelerated from a rat race to a sprint! Too often office professionals do not take care of themselves, as they juggle work and home responsibilities. Burn-out can and should be avoided. In this practical session, we will investigate how you can take care of your health while taking care of the office. Ms Gladys Dibakoane is a trained Social Worker and has worked in Employee Assistance programmes for many years. She has an MBA degree and is eager to see people excel in their professions without compromising their physical and mental health.

TRAINING WORKSHOPS

**DELEGATES CAN ONLY ATTEND ONE WORKSHOP.
EACH WORKSHOP REQUIRES A MINIMUM OF 10 PARTICIPANTS AND CAN ACCOMMODATE A MAXIMUM OF 15.
ALL WORKSHOPS ARE PRESENTED BY STAFF TRAINING SA – ETQAF041**

PERSONAL ASSISTANT (Aligned with SAQA US ID 8015)

Aim: To assist all PAs with the finer points of this position, concentrating on authority levels, time management, protocol and effectiveness.

Workshop contents:

- Time Management
- Goal Setting
- Etiquette for Advanced Functions
- Networking and Collaboration
- Micro Project Management

Outcome: The learner will be able to approach the position of Personal Assistant from a management perspective.

DEVELOPING YOUR MANAGEMENT POTENTIAL (Aligned with SAQA US ID 15231 & 114884)

Aim: To educate office professionals who oversee other employees on the basic requirements of good management.

Workshop contents:

- What are the qualities of a good manager?
- Getting to know and understand people!
- Making the transition from worker to manager
- Understanding the responsibility and possible consequences
- Understanding your own role in the organisation
- Understanding your management style – strengths and weaknesses
- Is your approach holistic or cellular?
- Setting clear goals and standards for your department
- Verbalising, quantifying and communicating
- Delegating and empowering
- Communication and staff development
- Making time for employees
- How to get the best out of your employees
- Dealing with resistance to change
- Quick fix or long-term

Outcome: Learners will be able to set goals and standards, empower other staff, grow in their own positions and recognise the value of a team.

ASSERTIVENESS TRAINING (Aligned with SAQA US ID 13948)

Aim: For office professionals who need to develop their assertiveness, enabling them to get results quickly and effectively.

Workshop contents:

- What is assertiveness? What is it not?
- Getting to know and understand people
- Personality types
- Understanding yourself
- Understanding negative behaviour
- Handling conflict and aggression
- What do all assertive people have in common?
- Recognising when you feel intimidated or marginalised.
- Developing your own 'assertive mode'
- Giving and accepting criticism
- Being assertive at work
- Assertiveness techniques
- Speech, communication and language
- Working towards confidence and good self-esteem

Outcome: Learners will have the skills to:

- analyse their behaviour against the criteria for 'assertive behaviour' and pinpoint the errors they are making
- implement assertive behaviour and set clear parameters for themselves and others

EMOTIONAL QUOTIENT FOR GROWTH (Aligned with SAQA US ID 252031)

Aim: To supply learners with the necessary knowledge and confidence regarding communication in an emotionally intelligent manner. To equip them to apply such principles to personal and work life.

Content:

- The principles of emotional intelligence explained
- The principles of emotional intelligence in practice
- Self-confidence, self-awareness, self-esteem and locus of control.
- The importance of personal and interpersonal competencies
- Techniques for giving and receiving feedback
- Using the Johari window

Outcome: At the end of this workshop learners will:

- understand the principles and concepts of emotional intelligence
- be empowered to give and receive feedback in an emotionally intelligent manner

know which techniques to use to improve levels of emotional intelligence

MAGOEBAKLOOF TOUR

The picturesque Magoebaskloof region is situated at the northern tip of the Drakensburg Mountains in the Limpopo Province, overlooked by the Wolkberg and Iron Crown Mountains and is often referred to as the '*Land of the Silver Mists*'. The area is named after King Makgoba of the Tlou tribe, who ruled in this area during the time of the Zuid-Afrikaansche Republic. Delegates will enjoy a tour of what could be called, South Africa's "Alps". The tour will end with dinner at the popular Magoebaskloof Hotel, which houses a monument in honour of King Makgoba.

ACCOMMODATION AND AIRPORT TRANSFERS

Conference Venue

Bolivia Lodge offers three-star accommodation. Airport transfers from Polokwane Airport to Bolivia Lodge are free.
Tel. 015 296 0309

Alternative Accommodation

Please note that all alternative accommodation options require travel by car.

Fusion Boutique Hotel (5-star) - Tel. 015 291 4042 (15 minutes drive)

Cycad Guest House - Tel. 015 291 2123 (15 minutes drive)

Garden Court Southern Sun – Tel. 015 291 2030 (20 minutes drive)

Town Lodge – Tel. 015 292 4400 (25 minutes drive)

Organised by:

***Poussière d'étoiles – Professional Conference Organisers. All conference information is available on our website.
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