

M-Cot Corporate Training *presents the internationally acclaimed*

Advanced Skills Programme for Executive P.A.'s and Secretaries

Following highly successful presentations in China, Malaysia, India and UAE, we are now offering this world-class course in South Africa at an affordable rate.

When? 18-19 September 2017

Where? Paulshof, Sandton

How much? R3950 Excl VAT per delegate

A truly professional PA is an invaluable team member of corporate SA. Elevate your PA's and secretaries to higher levels of productivity through these benefits:-

Equip – with the skills, techniques and tools to become fully multifunctional

Prepare – for the ever-increasing demands of the 21st century PA through improved time management, enhanced communications skills and more effective control of meetings and events

Build – confidence, powers of influence and self-esteem from a heightened understanding of self-worth, emotional intelligence, assertiveness and management of relationships – especially the Boss-PA relationship

Achieve – job satisfaction and career expectations by continuous professional development, balancing work with life and transforming stress

About the presenter:

Michelle Clifford holds a BSc Honours degree in Speech and Language Pathology from the University of Cape Town, Medical School where she majored in Psychology and Communication Sciences and Disorders.

Moving from medical to the corporate communication application of speech development, Michelle began training voice, speech and presentation skills in South Africa.

Michelle's skill in handling group dynamics and at the same time her ability to provide personalised input and individual attention, ensure she receives excellent feedback from delegates who attend her training programmes. Her unique facilitation style and insight allow delegates to acquire new ways of thinking and working which makes the training life-changing for many.

Michelle has a passion for empowering people in the workplace. This is achieved through building professional identity and maximising on strengths and unique potential through continuous individual development.



About the programme:

Our training venue is set in a safe and peaceful, semi-rural environment – delegates will immediately feel relaxed and released from their office pressures, allowing them to actively participate in two full days of enlightenment, motivation and meaning. Delegates need only bring three things:

- An open mind
- A desire to learn *and*
- A sense of humour

(see page 3 for a glimpse of what we cover)

What our delegates have said about this programme:

'I thoroughly enjoyed this course! Michelle has a fantastic natural facilitation style that is inviting, approachable and allows delegates to explore concepts in order to reach solutions that work for them. - Admin Assistant, The Executive Office of HH Sheikha Jawaher Al Qasimi

'I was very impressed with the quality of the course and the facilitator. It is one of the best training programmes I've ever attended' - Manager - Corporate planning and development, Qatar First Investment Bank

'It was an excellent experience' - Personal Assistant to Senior Director, GEMS Education

'Attending this training programme has given me new ways of thinking about my work and life in general! I am looking forward to implementing all I've learnt and approaching situations with a fresh, new perspective' - PA to CEO, Mawarid Finance

'The information covered in the training was extremely relevant to my role and I learnt so much from not only the highly experienced facilitator but also from the networking opportunities with other delegates' Executive Administrator - Abu Dhabi Investment Council.

'Michelle is an extremely professional and skilled facilitator. She was able to relate to our experiences and provide us with practical, individual input on how to handle challenging relationships in the workplace' Personal Assistant to the General Manager – Adidas UAE

Companies that have already benefited from this programme:

<ul style="list-style-type: none">• CLP Power India PVT. LTD• Johnson and Johnson Limited• Ask Investment Holdings PVT. LTD• IHHR Hospitality PVT. LTD.• Tata Steel International (ME) FZE• Qatar First Investment Bank• GEMS Education• Al Hilal Bank• Coca Cola Dubai• Booz and Company• Boubyan Takaful Insurance Company• Amlak Finance• Delta Partners Group• Brunswick Gulf Ltd• SAICA• Monash South Africa• Ownership solutions• Jonah Capital	<ul style="list-style-type: none">• InterContinental Riyadh• Axiom Telecom LLC• Middle East Council of Shopping Centres• Qatari Diar Real Estate Investment Co.• Abu Dhabi Investment Council• Al Faisaliah Group Holding Saudi Arabia• Bahrain Association of Banks• Byco Petroleum Pakistan Limited• Sharjah Islamic Bank• The Executive Office of HH Sheikha Jawaher Al Qasimi• United Arab Emirates University• Standard Bank• Samsung SA• Open Learning Group• Alexander Forbes
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Can you afford to let your PA or secretary miss this real value programme?

We limit each programme to 12 delegates, so contact M-Cot Corporate Training now to reserve your place: thandi@m-cot.co.za or call 011 803 4216

Multiple bookings discount: book 3 or more places and we will discount your invoice by 15%

This is some of what the delegates will be experiencing over two absorbing days:

<p><i>Day One</i></p> <p><i>Leadership:</i> enhancing your management skills set – fine-tuning responsibilities – exploring and identifying leadership styles</p> <p><i>Upwards management of your executive:</i> value tests – time management – the grid of urgency – dealing with time bandits – goal setting – boss v. PA priorities – delegation – managing the relationship with your boss – running the office</p> <p><i>Communications skills toolkit:</i> unpacking and practicing proven negotiations skills – developing the art of influence – harnessing your powers of persuasion</p> <p><i>Building your strength in relationship management:</i> understanding the enablers of motivation – internal and external drivers – practical motivational forces that you can influence – empowerment – vision – ownership – identifying talent</p>	<p><i>Day Two</i></p> <p><i>Building your professional identity and image:</i> your telephone image – telephone relationships – combating the five brigades of the telephone army – mastering the equipment – do’s and don’ts of answering the telephone – listening skills – creating one’s identity over the telephone - covering for the boss – assertiveness – more image enhancements</p> <p><i>Meetings, agendas and minutes:</i> meetings diagnostics – team-building – meetings alternatives – cost v. effectiveness – meeting types – minute-taking styles – brainstorming – preparations & equipment – partnering with the meeting chairperson – the role of the secretary – participation – note-taking – minute-publishing styles – distribution of agenda and minutes</p> <p><i>Managing your continuous professional development:</i> continuous learning – learning characteristics – sustained self-motivation</p> <p><i>Stress transformation:</i> analysing stressors – identifying effects of stress – learning to transform stress</p>
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About M-Cot Corporate Training

M-Cot’s reputation for quality training delivery spans more than 20 years. Our strength lies in our resource base of loyal and passionate specialists with whom we have developed the programmes that they themselves present – we do not make use of “generalist” trainers.

Fully Seta-accredited since 2007, many of our facilitators are also assessors, moderators and skills development facilitators. M-Cot is now 51% black female-owned and 100% female owned, awaiting B-BBEE certification.

Warranty

Almost unique in the training services industry, M-Cot offers a no-charge guarantee; we are confident of our service quality to the extent that, if the aggregate of our delegates’ evaluations score the programme “average” or “below average”, we will not charge for that programme.