

## What our Clients say about us

The presenter was great and easy to approach with questions. **LA, Assessment College of SA**

Very informative and practical. **CM, Joy Mining Machinery**

Highly recommended. **AS, IDC**

It was very helpful and I can apply it in my working environment. **JF, Sanlam**

It was more than I expected. Fantastic venue. Great content. Thanks. **MvR, First Choice Promotions**

Absolutely fantastic. What an eye opener. **KW, SAIPA**

I enjoyed and learnt a great deal. Thank you!! **LL, SAIPA**

Excellent presentation and content. **SV, Metair**

It was an excellent workshop, full of information. **SM, SA Sugar Association**

It was definitely a course to help in my future career. **GG, UWP Consulting**

I have really enjoyed this workshop, very informative. Well done on your presentation skills. **NN, Dept of Educ.**

The quality and reliability of service delivery of M-Cot Corporate Training has always been beyond reproach and their impeccable professionalism is evidenced by their conduct towards OLG and the value they have added to the quality of programmes delivered. **N Jordaan, OLG**

Visit [www.m-cot.co.za](http://www.m-cot.co.za) to see full course outlines

## Our Facilitation Team



**Juliet Gillies** holds graduate qualifications in Psychology, Communication & English and post-graduate qualifications in Marketing & English as well as diplomas in Public Relations and Journalism. She is a registered Mentor, Moderator and Assessor. She is also an editor who specialises in corporate and academic texts. Juliet has been involved in training and education since 2001 and is an experienced facilitator, presenter and course writer.



**Michelle Clifford** holds a BSc Honours degree in Logopaedics (Speech and Language Pathology) from UCT Medical School where she majored in 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. This move led into the call centre and customer service sector. Michelle consults to the contact centre industry, specifically on telephone skills, presentation skills and Business English



**Veronica Westergreen** gathered 16 years' experience as a functional Executive PA at Sasol prior to becoming a training practitioner with the same company. Over 10 years, she has presented a diverse portfolio of programmes to all levels of the workforce, from basic IT skills to written and verbal communication skills. She has also held part-time lecturer positions at several FET colleges, teaching computer skills, office administration, typing and professional PA skills.



*Serving the training needs of Corporates & Government since 1991*

*presents*

## Essential Skills for today's Executive PA

*M-Cot Corporate Training proudly introduces the menu approach to programme selection*

Select **any** combination of the following modules:

- Communication Basics - 1 day**
- Minutes & Meetings - 1 day**
- Event Management Basics - 1 day**
- Time Management - 1 day**
- Advanced Business Etiquette - 1 day**
- Business Writing - 2 days**
- English Improvement - 2 days**
- Emotional Intelligence - 1 day**

Contact James Olive on: 0860 100 600

*No need to waste time or money on courses that your Exec P.A.'s don't need.*

The menu approach gives you the freedom to construct the most cost-effective skills programme from the following modules:

#### **COMMUNICATIONS BASICS – 1 day**

*Including professional telephone techniques & understanding body language*

- Understanding communication
- A communication model
- Diversity, assumptions and stereotypes
- Questioning
- Aspects of communication
- Verbal and non-verbal communication
- Listening and empathy

#### **MINUTES & MEETINGS – 1 day**

*Acquire the tools for greater efficiency*

- Meetings: the processes, procedures & associated documentation
- The role, duties and responsibilities of the secretary
- How to build self-confidence and expertise.
- Preparation required in order to ensure a professional set of minutes is produced.
- Minutes: taking notes, drafting the minutes and finalising these
- Business English
- Layout, including: typing rules, numbering, fonts, margins, bullets and headings.
- Standard documents, including the: notice, request, agendas and minutes.

#### **EVENT MANAGEMENT BASICS – 1 day**

*Increase your multi-skilling capabilities and confidence*

- Meetings, workshops and small seminars
- Small events, including the following:

- \_ programme ; decor ; promotion
- \_ guests ; catering; gifts
- \_ recording ; power, lights, sound; a/v's
- \_ printed items ; performers, speakers
- \_ post-event aspects

#### **TIME MANAGEMENT – 1 day**

*Includes planning tools & stress transformation techniques*

- Understanding problems with bosses, subordinates and peers
- Organising ourselves
- Setting objectives
- Establishing priorities
- Controlling scheduled time
- Putting the Time Management Matrix to work
- Organising others
- Delegating skills
- Planning skills
- Workstation strategies
- Overcoming procrastination
- Using time management
- Problem Solving And Decision Making Techniques
- Implementing solutions
- Troubleshooting

#### **ADVANCED BUSINESS ETIQUETTE – 1day**

*Includes enhancing your professional image*

- Meeting and greeting
- Dress
- Wining and dining
- Special events
- Taboos and generalities of business etiquette and social skills
- Communication for special occasions
- Interacting with dignitaries and foreigners

#### **BUSINESS WRITING – 2 days**

*Including e-mail etiquette*

- Provides attendees with an understanding of the

need for better business communication

- Looks briefly at how one communicates and why
- Deals with some of the widespread problems associated with communication and business communication in the English language so that a number of pitfalls can be overcome.
- Deals with the basic English language rules and guidelines for preparing business texts
- Practical exercises and activities ensure attendees apply their new-found learning, with the following documents being prepared: e-mail, fax, memorandum, letter, notice.

#### **ENGLISH IMPROVEMENT – 2 days**

*Covers vocabulary & comprehension*

- Abbreviations, acronyms, business terms and concepts
- Jargon, slang, colloquialisms, neologisms, euphemisms
- Vocabulary correction, improvement and extension, dictionary usage
- Prefixes, suffixes
- Synonyms, antonyms
- Homonyms, homophones
- Spelling rules and problems
- Phraseology, including idiomatic expressions collocations, numbers, story attachment

#### **EMOTIONAL INTELLIGENCE – 1day**

*The secret ingredient for career success*

- Understanding EQ: emotions, EQ and IQ, an EQ model and its components
- EQ competencies: self-awareness, self-confidence, self-management, social awareness, relationship management
- The EQ competencies section includes: Circle of Concern-Circle of Influence, stress, Wheel of Life, perceptual positions
- Johari's window and feedback

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