

2020

Programme in Office Management for Administrators and Executive Assistants

Presented by the Department of Communication Management, University of Pretoria

Programme in Office Management for Administrators and Executive Assistants will provide you with the necessary skills in any administrative or executive assistant role to perform your daily responsibilities more effectively. The programme will assist you in developing your ability to work under pressure, to write and speak with confidence, and to effectively coordinate tasks and events in a fast-paced work environment. Through this programme, you will gain the skills and knowledge required to be a professional office executive that is proficient in prioritising daily tasks, keeping an organised work environment, and supporting management.



Centre for Communication
& Reputation Management

CO-CREATING VALUE THROUGH COMMUNICATION

NEXT PAGE

Shifting knowledge to insight



Programme in Office Management for Administrators and Executive Assistants

Presented by the Department of Communication Management, University of Pretoria

Programme content

- Better business English
- Business etiquette
- Conflict Management
- Different types of business communication
- Effective E-mails
- Emotional intelligence
- Event management
- Grammar, spelling and proofreading
- Meeting matters
- Personal success
- Project management
- Sensible social media
- Speaking with confidence
- Time management
- Understanding different cultures
- Understanding reputation
- You and your manager

Learning outcomes

After successfully completing this programme, you will have an understanding of the key techniques and skills to enable them to perform efficiently and professionally in their work environment. Attending this programme will allow delegates to increase their level of support to management and perform their tasks on an advanced level.

Who should enrol?

This programme is ideal for you if you are a secretary, personal assistant or administrator.

Programme fees

R19 080.00 per delegate (VAT incl.)

Programme fees include all programme material and refreshments during contact days.

Programme fees must be paid in full 14 days prior to course start dates. Proof of payment can be submitted to enrolments@enterprises.up.ac.za.

Admission requirements

Prospective delegates should at least have a National Senior Certificate (Grade 12) or equivalent qualification.

Accreditation and certification

Enterprises University of Pretoria (Pty) Ltd is wholly owned by the University of Pretoria. As a public higher education institution, the University of Pretoria functions in accordance to the Higher Education Act 101 of 1997. Enterprises University of Pretoria offers short courses on behalf of the University and these short courses are not credit-bearing, and do not lead to formal qualifications on the National Qualifications Framework (NQF) – unless stated otherwise. Delegates who successfully complete a short course and comply with the related assessment criteria (where applicable) are awarded certificates of successful completion and/or attendance by the University of Pretoria.

Registration and enquiries

Client Information Centre

Tel: +27 (0)12 434 2500

Fax: +27 (0)12 434 2505

Email: info@enterprises.up.ac.za

Programme leader

Dr Jana Slippers

Email: jana.slippers@up.ac.za

Shifting knowledge to insight

 www.enterprises.up.ac.za

 +27 (0)12 434 2500  +27 (0)12 434 2505  info@enterprises.up.ac.za  Private Bag X41, Hatfield, 0028

For quotations on in-house training, email quote@enterprises.up.ac.za