


# Office SA at Vaal River

Riverside Lifestyle Resort, Vaal River, 18 – 20 April



Accredited to US 13934, NQF level 3, 4 credits

Overview	Free formal assessments
<p>Office 2012 has been designed specifically for South African Office Professionals – Secretaries, Personal Assistants, Administrative and Management Assistants, Executive Assistants and support staff at every level.</p> <p>The specially selected speakers and topics are relevant to the continuous professional development of all administrative and support staff, through a careful collaboration of the upliftment of current expertise and the development of new skills.</p> 	<p>With the inclusion of formal assessment on the programme, the cost of this conference can be allocated as formal accredited training on your organisational Workplace Skills Plan, and assists your Financial Department to take advantage of the Skills Development Levies made available for organisation's that support staff development.</p>

Wednesday, 18 April	Investment
 <p><b>10:00 Luxury shuttles from: Pretoria (Menlyn Shopping Centre) Johannesburg (Sandton Crowne Plaza) and Johannesburg International Airport to The Vaal River</b></p> <p><b>13:00 - 14:00 Registration, lunch and networking opportunity</b></p> <p><b>14:00 - 15:00 Check-in</b></p> <p><b>15:00 - 18:00 Afternoon at Leisure</b></p>	<p><b>R9,995.00</b> per person sharing (excl VAT)  <b>R10,995.00</b> for a single room (excl VAT)</p> <p>Price includes transport from Johannesburg and Pretoria, accommodation at the Southern Sun Riverside Lifestyle Resort, all conference documentation, meals and conference entertainment.</p> <p>Each delegate will receive a free <b>Woolworths</b> vouchers to the value of R1 000 to enrich their corporate wardrobe</p>

### 19:00 Gala Dinner: Copacabana Twilight Cruise

Unwind as we set sail on a Brazilian experience! The evening will be spent cruising down the Vaal River to the beats of samba music where you will feel yourself rapidly integrated into the lush surrounds, delicious five star meal and new friends.



## Thursday, 19 April

### 08:45 – 09:00: Mc's opening address

*Bongi, SA Idol*

### 09:00 – 10:00: Set yourself up to succeed

*Makheni Motana*

If you are like most people, you want to go to work, do your job, have some fun, be well paid, be recognised for being good at it, and go home smiling at the end of the day. On the best days, you get all these things, and the experience of work is richly rewarding. But on the worst days, you go home disappointed, disillusioned, furious, insulted, scared, scarred and paranoid.

Every day exasperated employees wonder how they will survive the politics and personalities of the modern workplace. It's very exhausting, very stressful, and very real.

Fortunately survival is a lot easier than you might think. This presentation will help you navigate the workplace and achieve success.

### 10:00 - 11:00 Improving business performance through insight and creativity

*Grant Driver, Director, Captivate*

Are you ever in a meeting, searching frantically for a creative idea, looking for creative solutions to solve difficult problems or finding a creative way to deal with that difficult situation. Society is moving from the Information Age to an Age of Creativity. There are tools that will help the logical mind unlock the creative potential that we all have.

This session introduces you to those tools which will help you generate thousands of ideas. It will provide a useful structure to creative thinking and will help you look at things from a different perspective and identify new possibilities. This certainly is a short cut to getting you starting to think differently and makes being creative easier than you thought!

Participants will test their own creativity, examine the De Bono thinking hats, and participate in a live demonstration of these. Participants will receive a handout to help them break down situations using the methods described.

### 11:00 – 11:30: Mid morning refreshments and networking opportunity

### 11:30 – 12:30 Performance in the Pack

*Douw Kruger*

Tough times don't last, but tough troops do! In Douw's presentation

## Meet your speakers

### Bongi



Bongi, who was born and raised in Thembisa, started taking music seriously when he was still very young. Completely self-taught, he wowed the Idols judges not only with his voice, but also with his skills on the piano.

Bongi also plays drums and bass guitar, and in his spare time pays visits to orphanages to teach children how to play musical instruments.

He will introduce all the Office SA speakers in a way you will never forget!

### Grant Driver



His knowledge, experience and facilitation skills are the reasons why Grant is a sought-after strategy facilitator for leading companies.

Grant Driver has made over 40 local and international television appearances and is frequently interviewed on radio. He also writes regularly for magazines and newspapers.

"Performance in the Pack", the fascinating world of a baboon troop reveals immensely valuable lessons on "corporate cleverness". This is a powerful presentation with superb visuals which motivates teams, inspires teamwork and improves performance. It gives a unique perspective on world class performance through the eyes of nature, while sharing respected business principles from books like "Good to Great" and "Shackleton's Way."

- Passion - your strongest motivation
- Team structure and strategy
- Sharing responsibilities and roles
- Reinforcing relationships
- Create and keep the champions
- Mutual respect and trust
- Forming partnerships and alliances
- Exploring & exploiting opportunities
- Earn your membership everyday
- Outperforming the competition

**12:30 – 13:30: Lunch and networking opportunity**

**13:30 – 14:30 MS Outlook: Every Second Counts**

**During your two day exclusive conference, all delegates will complete a session based on our MS Outlook: Every Second Counts programme. This session is aligned to the SAQA Unit Standard 114984 | *Manage electronic mail in a business environment* | NQF level 3 | 2 Credits.**

***Kirstin Bosworth, Trainer, Siyanqoba Seminars***

As the demands on our time become greater, it becomes increasingly hard to maximise how we spend our time. Multiple priorities, multiple projects and multiple people seeking our time, it is sometimes easy for us all to work longer and longer hours but still feel like we have achieved little. There is no magic ingredient that will make the days last longer or make work disappear, but there is help at hand. In this session learn how to use Outlook as a powerful contact and time management tool not just an email filing cabinet. With each of us processing over 75 emails on average a day in corporate South Africa, during this session we will learn how to create messages that may be efficiently actioned, and systems for storing our data so that we may effectively allocate our time and energy.

- Tips and techniques covered will include:
- Clearing your Inbox efficiently
- Grabbing the right attention with your subject lines
- Storing your emails effectively
- Using Outlook data in reports and agenda's
- Keeping your contacts in order

You will be given a copy of the formal assessment tool to build your Portfolio of Evidence. For a free accredited assessment, your evidence should be collected and/or completed and submitted to Siyanqoba Seminars within six weeks of this event.

Grant is an advisor, confidant and coach to people from all walks of life including Managing Directors, Sales Executives and fellow Speakers.

---

### **Kirstin Bosworth**



Kirstin has been involved in occupationally directed education, training and development for twenty years. She is passionately driven to deliver sessions that are relevant, meaningful and useful.

Kirstin brings with her knowledge and experience in the formal assessment of learners against the NQF standards.

Combining enthusiasm with an energetic speaking style, Kirstin is a motivating and inspiring trainer, creating a dynamic spark of audience participation wherever she speaks.

---

### **Douw Kruger**



A dynamic and inspiring presenter, ...inspired by the greatness of the universe, ...coached in the African wilderness, ...driven by his passion for nature, Douw teaches ordinary teams to achieve the extraordinary!

---

### **Aki Kalliatakis**

If successful in submitting sufficient evidence, delegates will have these two credits loaded against their credentials on the National Learner Results Database; and receive a Statement of Results for their records.

**14:30 – 15:30: Rock Your Customers!**  
**Aki Kalliatakis, Customer Resources Centre**

*Led Zeppelin, Black Sabbath, Twisted Sister, Nirvana.* What do these famous rock bands from the past have to do with business and with customer service? Plenty, according to Aki Kalliatakis. In this exciting presentation, Aki combines his love of 1970's and later heavy metal/ rock music with the message of delighting your customers. He has called the idea "lectern rock" Audience participation will be encouraged!

Look at some of the words that directly relate to customers' experiences

- Thunderstruck (AC/DC)
- Need a Whole Lotta Love (Led Zeppelin.)
- I Can't Get No... Satisfaction (Rolling Stones.)
- We're not gonna take it! (Twisted Sister)
- This is the end. (The Doors)
- Here we are now... Entertain us (Nirvana)
- I want it all (Queen)
- So who are you? Yeah who are you? (Foo Fighters)

Come and learn the talent of how to Rock Your Customers!



**16:00 : MC's Closing**  
**19h00: Gala Dinner: 007 Casino Evening**

Dress with a licence to kill as we escape into the thrills of rolling dice, lucky card draws and spinning wheels! Join us for

visit to Emerald Casino after dinner.



Aki Kalliatakis is actively involved in assisting companies to implement: Delight Your Customers!™ - a Customer Satisfaction Improvement strategy which he developed from his experiences for the South Africa market.

Aki is passionate about the subject of customer care and at one stage co-hosted his own weekly radio talk show on Radio 702, "Aki's Consumer Line", with Mike Mills. Aki has written articles for various journals and has published his first book with his second book, is in the works.

**Makheni Motana**



Makheni Motana runs a soft skills training company that specialises in Organisational Development interventions.

She facilitates workshops, addresses local and international audiences, hosts local and international conferences as an MC of note and is an entertaining storyteller. She does talks on topics she facilitates workshops on such as Leadership, Diversity Competency and Culture Change.

**Friday, 20 April**

**07:30: Breakfast and check out**

**08:45 – 09:00: Mc's opening address**

**Meet our Speakers**

**Gary Bailey**

## **Bongi, SA Idol**

**09:00 – 10:00: Poise Under Pressure: How to Work Under Pressure**

### **Gary Baily**

What does business and soccer have in common? Business constantly throws new challenges at you. Challenges that require you to keep your eye on the ball and maintain momentum while you are being battered from all angles. Each situation you face requires you to react differently when working under pressure and it is how you cope under that pressure that makes the difference between a good PA and a great PA. Whether you work for multiple bosses, have hectic deadlines or huge workloads, this presentation is for you. Learn how to keep your cool while those around you are losing theirs.

**10:00 – 10:30: Mid morning refreshments and networking opportunity**

**10:30 -11:30: Effective Business Writing**

**During your two day exclusive conference, all delegates will complete a session based on our Effective Business Writing programme. This session is aligned to the SAQA Unit Standard 12155 | Apply comprehension skills to engage written texts in a business environment | NQF level 4 | 5 Credits.**

**Kirstin Bosworth, Trainer, Siyanqoba Seminars**

We are confident that together with the knowledge from this session and the guidance of an export facilitator all delegates will also have extensive experience in business communication skills, and therefore should be able to complete a Recognition of Prior Learning Portfolio of Evidence for formal assessment, and external verification by Services SETA ETQA.

You will be given a copy of the formal assessment tool to build your Portfolio of Evidence. For a free accredited assessment, your evidence should be collected and/or completed and submitted to Siyanqoba Seminars within six weeks of this event.

The evidence will include the following based on the top selling medication: Panado

- an analysis of the technical leaflet identifying the legal and organisational requirements in the content, layout and formatting
- an analysis of this technical leaflet identifying logical sequences, and to show understanding and comprehension
- a marketing leaflet that created specifically for Panado based on the information supplied in the technical leaflet
- an analysis on the validity and accuracy of independent consumer reports and comments on Panado

If successful in submitting sufficient evidence, delegates will have these five credits loaded against their credentials on the National Learner Results Database; and receive a Statement of Results for their records.



Gary has been a top class speaker for the last 20 years and was inducted into the Speakers Hall of Fame in 2010 - he has a fun yet business like style, that is inspirational yet relaxing.

His MBA knowledge and a career playing for the biggest football club in the world means he is well positioned to talk on Performing under Pressure, Leadership, Teamwork and also the World Cup - he was an ambassador for South Africa's 2010 World Cup and presented over 500 talks in the build up to the event.

### **Michael Jackson**



Once acclaimed by former South African President, Nelson Mandela, as a "national treasure", Michael has an uncanny ability to connect with his audiences and is often referred to as a passionate champion of the cause.

Tom Peters, bestselling author of "In Search of Excellence" said of working with him, that "After Michael Jackson, I'm only the second most enthusiastic person in the room".

### **Rave Reviews**

**Virginia Bebe Legobye from SABS:**

*"Very motivating & inspiring. I was very impressed at how professional things were, let alone the pampering. I will come back to Siyanqoba because it ROCKS!"*

**Eureka Boikanya from Northern Cape Education Department:**

**11:30 – 12:30 The Challenge of Change**

**Michael Jackson**

This presentation allows delegates to achieve an understanding of the dynamics of recent global events and trends covering the period of their own lifetime in the context of real business dynamics and their resultant growth.

This presentation delivers a complete understanding of the change curve necessary for each member of your company to more fully and appropriately compete in their day to day world.

**12:30 – 13:00: Close of conference**

**13:30: Buses depart. Lunch packs will be served on the bus.**

*"Excellent. The speakers are World Class. The conference was professional 'Par Excellence!'"*

**Ellen Thokoa from Department of Health:**

*"Siyanqoba is the best. Punctual, friendly and funny. Keep it up!"*

**Elmarie Stapelberg from University of Johannesburg:**

*"Excellent! From start to end – it challenges the way you think. Work smart, not harder"*

**Judith Npzuze from SESA:**

*"The conference was very inspirational and eye opening. I learnt to perform my best in all my duties"*

**Ntombizodwa J Mathibela from Water Affairs:**

*"The conference was excellent, can't wait for 2012!"*

**Siyanqoba Course Booking Form: Office SA Vaal River**

\* Name:

\*Position:

\*Sharing/Single:

\*Our/own transport:

\*Company:

\*Telephone Number:

\*Postal Address:

\*Fax Number:

\*City:

\*Cell Number:

\*Code:

\*E-mail:

\*VAT Number:

\*Dietary Requirements: (Yes/No)

**Bank Details:**

Account Name: Siyanqoba Seminars, Standard Bank, Lynnwood Ridge, Branch Code 012445, Acc No: 012216755

**Cancellations:**

- No shows on the day of training will be charged 100% of the course price. A substitute delegate is welcome at no extra cost.
- Delegates may transfer their registration to another course, once at no charge - provided we are informed at least 5 working days before the course. For last minute transfers or transfers made inside of the 5 working days, a late transfer fee of 20% will be charged.
- You may cancel your registration, in writing, up to 7 working days before the course takes place, incurring a 10% administration cost. Cancellations made inside of the 7 days will be liable for the full fee.
- Unfortunately, no refund can be given to delegates who do not attend without giving prior notice. Delegates who do not arrive for training on the day and who have a valid excuse - will be transferred onto the next course and charged a 20% transfer fee – only one transfer is allowed per delegate.
- Please note, once your registration form is received, you will be issued with a tax invoice. Payment, or proof thereof or an order

number must be received on the first day of the course.

**Confirmation:**

If you do not receive communication - outlining participation details - one week prior to the event, please contact Siyanqoba Seminars.



**I hereby acknowledge that I understand and agree to the terms and conditions of my registration.**

**Fore more information please call Olga on 012 998 3668**

[www.siyanoqoba.co.za](http://www.siyanoqoba.co.za)



[www.siyanoqoba.co.za](http://www.siyanoqoba.co.za)