

The Office Professionals MBA

(MBA = Managing by Assistance)

Based on SAQA's Unit Standard 14667, NQF Level 4, 10 Credits

Introduction

The roles and responsibilities of PAs and senior administrators have moved closer to that of their managers in recent years resulting in new challenges, the adoption of some managerial tasks and increased career opportunities.

Today's PAs are required to add even greater support to their teams and managers by demonstrating an understanding of the business environment and the aims and objectives of their organisation.

This three-day course is ideal for experienced office professionals, looking to increase their business awareness and management skills to confidently take on managerial tasks.

Course Objectives

- Gain respect for your ideas and contributions, and raise your profile within the management team
- Contribute confidently and become your manager's right-hand representative at meetings
- Know your way around the business environment and the management functions and gain greater satisfaction by understanding the dynamics of your own organisation
- Extend your self-management skills
- Ensure you're a positive team player

Course Outline

The Principles of Management

- Understanding the business functions of an organisation
- How the effective allocation of resources will ensure competitive advantage

The Ins and Outs of Management

- Understanding the basic activities involved in the management process
- Planning – Goal-setting, achieving targets and monitoring performance
- Organising – Time management, organisational skills, prioritising, effective use of resources and delegation
- The difference between responsibility and accountability
- Leading – Recognising different leadership styles and how they impact on staff
- Controlling – Establishing performance standards, measuring performance and correcting poor performance

Main Tasks in Management

- Making powerful decisions
- Communicating effectively – Producing the perfect report, information gathering for meetings and briefings, accommodating cultural diversity
- Building trust and reaping the rewards
- Co-ordinating and Evaluating- keeping yourself and your team on track
- Motivating yourself and colleagues to achieve
- Discipline – know how to manage conflict and offer successful solutions

Personal Development

- Raising your profile confidently and quickly
- Taking control of new challenges with confidence
- Keeping pace with your own goals and recognising development opportunities