

The Ultimate Executive Assistant

Using Neuroscience to unlock potential and inspire performance



*Helping Leaders think
and work smarter*

Brain-based training to ensure support and accountability for effectiveness in your career

Double your profits and effectiveness in two days by using the how and the why of brain science

Early bird special - Book before the 30th March 2018 and get a 10% discount

14 & 15 May 2018– The Pivot Monte Casino, Fourways, Johannesburg

21 & 22 May 2018– The Two Oceans Aquarium, V & A Waterfront Cape Town

Your expert trainer



Dr Denise Bjorkman Chief Executive Officer
The Neuro Business Institute

She has been the casting vote judge of the 'PA and Executive Assistant of the year' for seven years and a judge of Woman of the Year, Business Woman of the Year, Mr. South Africa and Entrepreneur of the Year.

Topics include:

- Establishing constructive partnerships and quality relationships
- Using Neuroscience to communicate professionally with confidence
- Leading with Emotional Intelligence (EI)
- Producing accurate minutes with ease for board and executive group meetings
- Perfecting your business writing skills to project powerful and professional documents

Value added benefits when you attend this training

- Personalised road map to achieved desired results
- SCARF model of human motivation and how to use it
- How to draw up a business plan and implementing it
- **FREE** One on one consultations with Neuroscientist Dr Denise after the training

What past delegates had to say?

"The presenter was outstanding! Very life changing personally and professionally" **MMI Holdings**

"(Presentation 10/10), Years of experience & knowledge shared with us! (Knowledge 10/10), Brilliant. (Learnt something valuable 10/10), Absolutely will be able to implement; this was a great course & will utilize info daily!"

Astral Food

"This was a well-developed programme, adapted to suit all industries. Denise was brilliant – professional, fun & experienced. Time and money well spent (and I've done a lot of courses)."

Tecmed

Video clip of what to expect? https://www.youtube.com/watch?v=lqmTV_-LjGo

Training methodology

- The most up to date Neuroscience learning principles and methods are used.
- The role of the facilitator is to ensure that participants integrate facts, concepts, principles, techniques, strategies, actions, responses and all other elements into effective job performance.
- The course facilitator will lead the participants through the facts, concepts and principles, and provide guidance to encourage the participants to apply them until their ability to solve specific problems has been permanently improved.

Promotional gifts

All attendees will take home a Sensofinity VR M1 Virtual Reality Headset suitable for Any smartphone with a screen size between 4 to 6 inches.



Refer any 3 EA who books on this training and take home a **FREE** Virtual Reality headset.

"THE SECRET OF CHANGE IS TO FOCUS ALL OF YOUR ENERGY, NOT ON FIGHTING THE OLD, BUT ON BUILDING THE NEW."

— SOCRATES

Services SETA Accreditation No: 12169

We are a B-BBEE Level 1 service provider

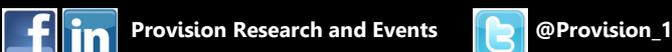
Arusha Dasrath
Tel: +27 11 7023327
ad@provisionresearch.co.za



The Strategic
Training Institute

PROFESSIONAL TRAINING

WWW.PROVISIONRESEARCH.CO.ZA



Session one

The ultimate executive assistant – in pursuit of excellence

- Opening and welcome
- Expectations of identifying individual needs
- Customising course content for each delegate
- Understanding trends and the millennium needs of your managers
- What is the new EQ for executive assistants?
- Who are your local and global role models
- Millennium gender issues: how women are affected and how to change them

Session two

Self awareness masterclass - What you need to know?

- Who you are in the scheme of things?
- Why knowing yourself changes your level of performance
- What defines you as a person?
- What defines you in your role and functions?
- How others see you and how it impacts on performance?
- Case study and using your toolkit for a personal takeaway roadmap

Session three

Knowing and understanding all stakeholders in your team

- Executive assistant crash course on behavioural and cognitive psychology
- How to identify and understand the unique needs of all team members
- Be sensitive to issues, emotions and individual expectations
- How to read the hidden meta-messages and body language body language of others
- How to establish, read and use psychological contracts
- Case study and using your toolkit for a personal takeaway roadmap

Session four

Building long lasting quality relationships

- How strategic, social and business relationships determine your success
- How to analyze a relationships and make judgment calls
- What drives different behaviours and relationship formation
- How to profile all your relationships and team members
- How to manage different personalities with a focus on outcomes
- Making each relationship work for you: building trust, report, credibility and benefits for all
- Building trusted partnerships between you and your manager
- Case study and using your toolkit for a personal takeaway roadmap

Training timings for the two days

0800	Welcome and registration
0830	Morning session begins
1000 – 10:30	Morning refreshments and break
1200	Luncheon
1300	Afternoon session begins
1500 - 1530	Afternoon refreshments and break
16.30	Course concludes

Provision Research would like to thank everyone who has helped with the research and organisation of this event, particularly the speaker who has kindly committed and supported the event.

Session five

Building your executive presence, body language and image as a women

- What is a professional executive image in your context?
- Your brain in charge and your neuro body language
- The 7 executive body language criteria that must be met
- The difference between home and work body language and why it matters
- Communicating professionally with confidence
- The DEV model related to trust credibility and energy and what blocks it
- How food affects your body language, performance, mind and brain
- What is a good image in terms of dress code
- Image derailers: language, movement, dress, voice, touch, space, objects, health
- Etiquette for different situations and voice neutralizing
- Case study and using your toolkit for a personal takeaway roadmap

Session six

Personality profiling and motivation

Gain insight into the default behaviour and communication patterns of different personality types. Understand the typical motivators, triggers and "stressors for each personality type:

- Analyse your own personality profile and your natural strengths and limitations
- Discuss the impact of stress and change on personality and emotions
- Group Discussion of the Impact of Personality Profiles in the workplace
- Learn Maslow's theory of motivation and how our needs determine our behaviour
- Understand the SCARF model of human motivation

End of day one

About Dr Denise

Denise Bjorkman is well equipped to run this practical workshop as an expert facilitator, which promises to raise the bar as you pursue excellence. She has been the casting vote judge of the ' PA and Executive Assistant of the year' for seven years and a judge of Woman of the Year, Business Woman of the Year, Mr. South Africa and Entrepreneur of the Year. She was also on a panel to evaluate the world's richest women – dollar billionaires – who began their careers as secretaries or executive assistants. With the panel she studied behaviours, attitudes, skill sets and career paths of 54 billionaires.

She is the CEO of the Neuro Business Institute and the Chairperson of the South African Council for Professional Coaches and Mentors. She has been a force in developing women as entrepreneurs and has been responsible for converting 'no capital' start up businesses into million Rand industries. She currently lectures and facilitates in 16 countries across 4 continents. She has been a key note speaker at events the world over and has been described by the Sunday Times (Heidi Holland) as one of the finest and most informative speakers in South Africa. She has spoken to more than 70 000 people worldwide. She is also a public opinion commentator on major TV channels including the BBC, CNN, ABC, Al Jazeera and SKY channels.

As an authority on body language on which she completed her dissertation she is sought as an expert profiler on major criminal trials, lie detection and she is an advisor for C suite television appearances. Denise's academic background is broad as she is a lifetime scholar.

Session seven

Taking charge of your environment

- How to improve your personal organisation: best practices and benchmarks?
- How to improve your influence levels?
- Time factors, priorities, resilience and the ability to adapt
- Work life balance: myth or a case of organisation
- Attention, conscientiousness and focus as a company resource: how to achieve this?
- The myths and dangers of multi tasking: how it affects performance
- Chronic and episodic stress management best practices
- Case study and using your toolkit for a personal takeaway roadmap

Session eight

Working in the information and technology age

- The PA as an information specialist
- Information overload and how to deal with it
- The good and the bad of the internet and social media – make it work for you
- Know the difference between data, information and knowledge
- How to navigate an overload of information and still make good decisions
- Knowing what keeps your boss awake at night and providing support
- Understanding the LEPEST C environments that keep your company competitive
- How to anticipating and predict and manage problematic situations
- Seeing through and managing manipulative people with good judgment calls
- Introducing resilience and flexibility in your boss’s agenda to maximise efficiency
- Case study and using your toolkit for a personal takeaway roadmap

Session nine

Managing difficult situations – you as leader and diplomat

- Culture, diversity, values, ethics and beliefs in your company: the 3 circle model
- Corporate culture and policies and how you can set and drive protocol and policy
- How to manage conflict effectively
- How to make good decisions – 3 points of departure
- Building and maintaining image of trust, consistency, reliability and predictability
- 3 things that cause trust and careers to be lost
- Making judgment calls with incidents- who to report to in the chain
- Managing bribes and compromising situations with diplomacy
- Conflicts of interest and why they must be declared
- How to broach sensitive issues: judgment, words, language and tone
- Case study and using your toolkit for a personal takeaway roadmap

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Session ten

Stress management and Neurowellness

- Stress: “When you decide that the resources you have are not enough to help you cope with the demands placed on you” Stress seems to be an accepted part of modern day life. With this we need to be able to recognise our stress and then deal with it effectively.
- What is Stress?
 - The Symptoms of Stress: from boredom to burnout
 - Balancing resources and demands
 - Recognising stressors and Inhibitors in your personal and working environment
 - How change can result in stress
 - The cycle of grief and loss
 - Managing the effects of change and the related anxiety
 - Limiting the negative effects of unplanned change

Session eleven

The art of excellent writing, recording and reporting

- Judgment calls in taking appropriate minutes
- Guidelines for brilliant writing techniques
- Important and salient summaries
- Sentence and paragraph structures
- How to structure your reports for maximum impact
- What is good and bad writing: for reports; e mails; memoranda, letters, proposals
- The art of perfect PowerPoints: less is more; design; the golden ratio; alignment with strategy
- Case study and using your toolkit for a personal takeaway roadmap

Session twelve

Motivation and self development: a case for self mastery

- Motivation: How to motivate and mobilise yourself?
- Keeping focused on results
- How to motivate members of your team for better performance
- How to advance your career up the ladder
- How to choose appropriate courses for self advancement
- Where to place your energy
- How to know if you are on the right road to success.
- Finalising your personal road map

End of training

Why you cannot miss this event if you seek excellence?

The Millennium has changed dramatically required new and challenging skills to support the executive assistant function and in partnership with her manager.

Executive assistants play a pivotal role in the workplace. Excellence is now the minimum standard. They are people of influence and drivers of change. But how to achieve excellence is the question. The range of tasks has grown wider, with an accompanying expectation of immediate delivery as well as taking pressure off their managers to ensure the smooth operation of the organisation.

Executive assistants or Secretaries are a first point of contact for all stakeholders. They require a astute grasp of human behaviour with knowledge and skill to cope with a variety of demanding situations. These also include mini MBA subjects:

The practical course has been carefully designed to enhance your existing skills by providing you with a complete survival takeaway kit. It deals with every aspect of your duties as an Executive Assistant. At the same time it delivers on personal development.

Registration Form

Ultimate EA
Code: BM08

To register for the course please review the programme, complete this form immediately and fax or email back to our:
Register Now Contact: Arusha **Tel:** +27 11 7023327
Fax: +27 (0) 86 501 0472
Email: ad@provisionresearch.co.za

Provision Research and Events
Reg no. 2009/159390/23
49 Highlands Estate,
Halfway Gardens, Midrand,
Johannesburg South Africa

Authorisation:

Signatory must be authorised to sign on behalf of contracting

Name:
Company:
Job Title:
No of delegates:
Contact no:
Email address :
Date:
Company VAT no:
Training Location
Signature:



Training fees

Please tick option below

Two days per delegate @ R6 995

Book before 30 March 2018 and get a 10% discount

Bring 3 delegates and get a 15% discount

Bring 5 delegates and get a 20% discount

Bring 10 delegates and get a 30% discount

Payment:

An Invoice will be issued once the registration of the delegate/s is completed. Full payment is then required from receipt of invoice.

1. Delegate name:
Job Title:
Contact no:
Email address :
2. Delegate name:
Job Title:
Contact no:
Email address :
3. Delegate name:
Job Title:
Contact no:
Email address :
4. Delegate name:
Job Title:
Contact no:
Email address :

Payment Method:

Please indicate your choice of payment method

■ Cheque

Made payable to **Provision Research and Events** -

This should be a bank guaranteed cheque

or

■ Bank Transfer

Terms & Conditions:

1. Fees are inclusive of programme materials, refreshments, lunch and gifts and NOT accommodation.
2. Payment Terms: Following completion and return of the registration form, full payment is required within 5 days from receipt of invoice. After signing this registration form this becomes a legal and binding contract between your organisation and Provision Research and Events. A receipt will be issued on payment. Due to limited conference space, we advise early registration to avoid disappointment. A 50% cancellation fee will be charged under the terms outlined below. We reserve the right to refuse admission if payment is not received on time.
3. Cancellation/Substitution: Provided the total fee has been paid, substitutions at no extra charge up to 14 days before the event are allowed. Substitutions between 14 days and the date of the event will be allowed subject to an administration fee of equal to 10% of the total fee that is to be transferred. Otherwise all bookings carry a 50% cancellation liability immediately after a signed sales contract has been received by **Provision Research and Events** (as defined above). Cancellations must be received in writing by mail or fax four (4) weeks before the conference/training is to be held in order to obtain a full credit for any future **Provision Research and Events**. Thereafter, the full training fee is payable and is non-refundable. The service charge is completely non-refundable and non-creditable. Payment terms are five days and payment must be made prior to the start of the conference. Non payment or non-attendance does not constitute cancellation. By signing this contract, the client agrees that in case of dispute or cancellation of this contract that **Provision Research and Events** will not be able to mitigate its losses for any less than that of the total contract value. If, for any reason, **Provision Research and Events** decides to cancel or postpone this training, **Provision Research and Events** is not responsible for covering airfare, hotel, or other travel costs incurred by clients. The training fee will not be refunded, but can be credited to a future training. Event program content is subject to change without notice.
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7. Governing law: This Agreement shall be governed and construed in accordance with the law of Gauteng and the parties submit to the exclusive jurisdiction of the South African Courts in Gauteng. However, **Provision Research and Events** only is entitled to waive this right and submit to the jurisdiction of the courts in which the Client's office is located.

Arusha Dasrath
Tel: +27 11 7023327
ad@provisionresearch.co.za



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