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⇒ TRAINERS:

Valerie Jackson, Director,
Jackson Training
Chris Reed, Director and Lean Six
Sigma Master Black Belt,
Lean 6 Sigma Ltd



Two separately bookable seminars

www.conferenz.co.nz

Masterclass for Executive Assistants, PAs and Office Managers

➔ 4th and 5th November 2009, Intercontinental Hotel, Wellington | 18th and 19th November 2009, Mercure Hotel, Auckland

⇒ KEY LEARNING OUTCOMES

This seminar will develop your skills in:

- Delegation decision making and management thinking
- Winning support and influencing
- Communication and interpersonal techniques
- Relationship building and teamwork
- Dealing with conflict in the workplace
- Negotiation
- Leadership
- Networking

Improving Process Flow in the Office

Process Improvement for EAs, PAs, Frontline and Office Managers

★ New for 2009!

➔ 19th and 20th November 2009, Museum Hotel, Wellington | 26th and 27th November 2009, Mercure Hotel, Auckland

⇒ KEY LEARNING OUTCOMES

- How to identify the high level service needs of your internal and external customers and prioritise office 'value streams'
- Reducing non value add activity to re-invest capacity on bottleneck processes
- Learn a powerful approach to Increase the efficiency of your offices by eliminating waste and reducing defects
- Implement improved layouts focussing on customer service and efficiency
- Securing the buy-in from your team members by implementing proven change acceptance techniques
- Establishing appropriate flow measures around customer service levels for response rates and reduced defects
- Using visual management and mistake proofing to standardise and sustain the improved practises

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Seminar One: Masterclass for Executive Assistants, PAs and Office Managers

➔ 4th and 5th November 2009, Intercontinental Hotel, Wellington | 18th and 19th November 2009, Mercure Hotel, Auckland

Day One

Managing a diverse and changing role with defined career strategies and management thinking

This session will provide participants with the skills needed to delegate more effectively and take advantage of opportunities for increased use of delegation.

- Cultivating management thinking in administration roles
- Checking your management skills and abilities in your current role
- Organisational diversity and generation challenges
- Balancing your ability to delegate while maintaining responsibility
- Effective self management and priority/productivity strategies
- Dealing with success and failure and accepting responsibility for both
- Active listening and successful questioning

Winning support and influencing people

This session covers an understanding of organisational power and politics. Your career progress may also depend on knowing who are the powerful people in your organisation to ensure you can fulfil your role.

- Understanding organisational politics
- Valuing your organisation's culture, values, networks and beliefs
- Appreciating types of power
- Analysing personal and political power types
- Drawing your power net to get the job done
- Using your personal power appropriately

Communication, and interpersonal techniques

This session will evaluate communication and interpersonal techniques, and the best way to more effectively communicate with those around you.

- Identifying how values and beliefs affect communication
- Using emotional competence to lift confidence and whole brain thinking
- Understanding your communication style
- Achieving a personal communication style that acknowledges gender differences
- Using positive non-verbal and assertive language techniques
- Matching powerful questioning and delivery approaches
- Analyse your style: 'using the TetraMap model
- Assertive and confident communication
- Influencing skills to motivate others and increase communication confidence
- Giving and receiving constructive feedback with active and reflective listening

Creating co-operative relationships and outstanding teamwork

You will learn how to build on your personality and develop a highly professional presence. This practical session will use skills analysed and developed throughout the day.

- Enhancing the quality of your working life
- Getting the job, satisfying the client, surviving the performance review – speak up and be heard!
- Analysing problems using logical reasoning and objective decision making strategies
- Using creative processes to generate alternative solutions
- Dealing with unproductive and inappropriate behaviour styles
- Achieving 'buy-in' for your suggestions/ideas – building rapport
- Managing and working within your team – acknowledging diversity and uniqueness
- Managing colleagues and managers to successfully achieve results

- Motivating and challenging your colleagues to raise team productivity and learning
- Overcoming barriers to superior team performance

Practical exercise: using the TetraMap behavioural communication styles model to assess team effectiveness and overcome challenges

Day Two

Dealing with conflict in the workplace

If tense situations are occurring in your workplace, as they do in most, help is at hand! In order to remain effective you must learn to deal with uncomfortable situations in a professional manner. This session will provide you with the tools you need to be an effective communicator and peacemaker.

- Spotting conflict in its early stages
- Exploring your reactions and understanding the different options open to you
- Overcoming your fear of confrontation
- Mapping the conflict towards successful solutions
- Learning how to express your disagreement with tact and confidence
- Applying positive influencing techniques to enhance your work relations

Practical exercise: Exploring the impact of conflict and moving towards win-win solutions

Maximise your unique role by successful negotiation

The ability to negotiate requires special skills. By learning to work with and practice effective and principled negotiation you can increase your credibility and gain co-operation

- Understanding the negotiation processes
- Assessing your negotiating reactions
- Analysing the key skills of effective negotiation

- Working with the seven step process
- Planning and preparing for negotiation Workshop: explore your negotiation skills

Leadership roles for executive assistants

Moving into leadership demands special skills. You are expected to provide direction and make tough decisions as well as be a coach, mentor and motivator. This session will help you develop the skills every confident leader needs.

- Exploring factors for successful leadership roles
- Building on your natural talents to find opportunities for role growth
- Applying action centred leadership in administration roles
- Developing greater self confidence so others will have confidence in you
- Identifying and removing obstacles to success
- Developing 'leadership language' skills to raise your profile
- Determining which leadership attributes you already possess

Practical exercise: New generation leadership styles and characteristics

Networking towards growing your role

Doing business today is all about making and valuing the right contacts. Building successful relationships is a direct result of successful preparation prior to networking events.

- Now it's up to you! Extending your sphere of influence
- Preparing yourself with a positive mindset approach to take action
- Using your personal charisma to establish better relationship
- Developing your networking skills to benefit your manager and organisation
- Taking control of your administration role with renewed energy and focus
- Consolidating your action plans and implementing new strategies

ABOUT YOUR COURSE TRAINER



Valerie Jackson, Director/
Performance Coach
Jackson Training

Valerie is acknowledged as the foremost New Zealand trainer of administration professionals, speaking regularly at national and international events!

Valerie is passionate about the administration profession and committed to coaching executive assistants/PAs and all administration staff to grow their full potential.

22 years in her own business, she designs and facilitates a range of training programmes to meet client needs in both public and private sectors. Valerie's professional and relaxed facilitation style delivers positive learning in a highly participative accelerated learning environment. In her own career she has traveled the journey from junior secretary to office manager then diverting to a teaching role culminating in senior management.

A highlight of Valerie's career was facilitating the 4th International Secretaries Summit in Wellington, New Zealand. This brought together the leaders of administration and secretarial organisations from around the world to strategically plan and share information to move their profession forward in a new century. She was invited to facilitate again at the 6th International Summit held in Brisbane in 2006. For the past 3 years she has been a judge for the Administration Professional of the Year Award.

She is a founding member and was honoured with life membership of the Association of Administration Professionals NZ. She has coaching certificates and is a certified facilitator for TetraMap. Currently she is a Board Member and Vice President for Dress for Success (Wgtn) and is involved directing musical theatre productions.

Here's what past delegates of this cutting edge masterclass have said:

"The interaction with everyone participating was great! Valerie is a breath of fresh air and made you feel at ease."

Maria Herbert, Office Manager, NZ Post Ltd

"I feel empowered! My brain is nourished as a result of it. Valerie is an inspiring presenter – I am so impressed. Thank you!"

Sarah McManus, PA/Administrator, Auckland City Council

"I feel so much more confident in myself and my skills – even including leadership and speaking to a group. I feel positive and assertive – wonderful!"

Stacey Dyke, Executive Assistant,
Air New Zealand

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Seminar Two: Improving Process Flow in the Office

Process Improvement for EAs, PAs, Frontline and Office Managers

➔ 19th and 20th November 2009, Museum Hotel, Wellington | 26th and 27th November 2009, Mercure Hotel, Auckland

Who relies on you in the office and what do they need?

This session will introduce you to who your internal and external customers are, why they are important and how they impact on office processes and your job.

- Stakeholders – who relies on your processes/what you do?
- Using affinity diagrams and surveys to capture high level needs
- Prioritising key needs and establishing key measures to evaluate potential improvements
- **Practical exercise** gets you to think like a 'real' customer and recognise how 'delighters' can both acquire and retain customers for your service – be the best!

Steps to deliver change in the office

This session will introduce you to change management concepts, and why they are important when improving your office processes. Learn how change impacts your office, and how you can ensure that it is effective.

- Building awareness and desire to support your office project
- Securing buy-in of planned changes
- How to reduce resistance to changes
- **Practical exercise** will ensure your proposals are accepted – people don't resist change if it has positive consequences!

What is Process Flow and why should I care?

This session will give you a clear understanding of what process flow is, and how it impacts on your office. Learn how poor processes can negatively impact on your workflow, and how improvements to process can greatly increase office efficiency and make your job easier.

- What is process flow, and how does it impact on my job
- How can process flow reduce my workload?

- Understanding barriers to flow?
- Selecting key 'value streams' to study
- **Practical Exercise** on 'Learning to see'

Identifying the processes in your office

This session will allow you to accurately describe and map your workflow and current processes, to allow you to identify inefficient processes in the next module.

- Mapping your office workflow
- Instructions on using process maps, swim lane charts and flow charts
- Practical Exercise on interpreting maps to enable you to streamline your processes

Uh oh! I've found a problem – identifying issues with processes

Not all processes make your job easier! This session will give you the tools and techniques to help you identify the processes that waste your office's time and money and identify where there is room for improvement.

- Identifying office sources of waste and non value added activities using the 7 Wastes tool
- Interpreting process maps to identify potential areas for improvement
- **Practical Exercise** is using a Waste Walk to spot issues and being able to prioritise the ones for action

So that's why this happens! Analysing the causes of process issues

You already know which jobs are slowing you down, but do you know why? This session will allow you to get to the root cause of the problem, and allow you to work out why that pesky job is slowing the whole office down, and what you can do to improve it.

- Prioritising the areas for improvement
- Getting to the root cause using the 5 Whys
- **Practical Exercise** will demonstrate the use of the 5 Whys and how we can convert issues into focussed solutions

Implementing process improvement

Now that you know where the inefficiencies are, and what's causing them, you need to do something about them! The next two modules will give you the tools you need to implement a process improvement plan in your office, and communicate them to your team, and your managers.

- Creating and implementing a process improvement plan
- Using visual management techniques and mistake proofing to help sustain the changes
- Relaying out an office area using some customer pull techniques
- Improving workplace organisation using the 5S process for offices
- **Practical Exercise** is 'So you think you're trained and can go do it?' – we practise first by running a simulation that involves improving the flow through a franchise operation called 'Customised Landscapes'

Let everyone know! Cascading the results throughout the office

- Creating and releasing communication plan

Continually improving the process flow

Process improvement isn't a one off change, it is continuous. This session will equip you with the skills you need to ensure that your team is constantly revising processes, to ensure you are always working efficiently and effectively.

- Using a control plan to monitor results
- Embedding the changes with updates to documents and standards
- Audit and review potential improvements
- Arrange to train others

Seminar Wrap up and Conclusions

ABOUT YOUR COURSE TRAINER



Chris Reed, Director and Lean Six Sigma Master Black Belt, Lean 6 Sigma Ltd

Chris is a process improvement practitioner and has implemented and mentored 80+ projects since 2003 and certified with Textron and NZOQ as a Lean Six Sigma Master Black Belt in 2006 - qualified to master's degree level and an experienced trainer and facilitator in business, cultural change and lean six sigma topics.

Chris has delivered training courses for 40 Black Belts and 180 Green Belts in Lean Six Sigma in 15+ countries around the world and implemented continuous improvement programmes for Air NZ Technical Operations, Textron David Brown, Westinghouse Brakes and Alvis.

WHO SHOULD ATTEND?

- Executive Assistants
- Executive Secretaries
- Management Assistants
- Personal Assistants
- Legal Secretaries
- Office Managers
- Other support staff who wish to more efficiently perform at their personal best

TRAINING METHODOLOGY

This intensive 2-day master class will combine tutorial sessions and case studies with interactive learning exercises and project simulations. All attendees will be provided with a workbook and will receive a Yellow Belt training certificate on completion.



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Masterclass for
Executive Assistants, PAs
and Office Managers

Improving Process Flow in
the Office



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Course Details

	EARLY-BIRD SAVER <small>Register & Pay BEFORE date below*</small>	FULL PRICE <small>Register & Pay AFTER date below*</small>
Masterclass for Executive Assistants, PAs and Office Managers	\$1895 plus GST SAVE \$100 (16 Sept 09)	\$1995 plus GST (16 Sept 09)
Improving Process Flow in the Office	\$1895 plus GST SAVE \$100 (1 Oct 09)	\$1995 plus GST (1 Oct 09)

TEAM DISCOUNTS

These combinations entitle you to either go on each course or you can go on one and your colleague(s) can attend the other(s). Delegates must be from the same organisation and bookings made at the same time.

	EARLY-BIRD SPECIAL*	STANDARD PRICE
Any 2 Seminars:	\$3290 plus GST SAVE \$500	3490 plus GST SAVE \$500

(*earliest applicable earlybird date applies)

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OR

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Send your registration form to:
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A tax invoice will be issued upon receipt of registration. **Payment must be received before the event to secure your place.**

Registration is for named delegate only and cannot be shared.

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Should you be unable to attend, a substitute delegate is welcome. Alternatively, a full refund less \$300+GST service charge, per registrant, will be made for cancellations received in writing (letter, fax or email) up to ten working days prior to the event. Regrettably, no refund can be made less than ten working days prior to an event. Delegates are responsible for their own travel/accommodation bookings and no compensation will be made should the seminar be rescheduled or cancelled.

Please Note: Conferenz Ltd reserves the right to make any amendments that we may deem to be in the best interest of the seminar.

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