

MASTERCLASSES for Secretaries and Admin Professionals

with Ms Roberta Cava, International Best-Selling Author and Trainer



MASTERCLASS A:

Time Control for Secretaries & Admin Professionals

13 September 2007

The role of secretaries and admin professionals continue to evolve as we witness ongoing transformations and changes happening in the workplace. The work as a secretary and admin professional will become more complex, there will be greater demands on this group of professionals as they will be required to play multifaceted roles.

To facilitate the admin professionals in developing their skill sets and expertise as they take on more responsibilities, we are pleased to design a series of skills-driven masterclasses targeted at key areas crucial for being a successful admin professional.

Practical and interactive, the masterclasses conducted by our very experienced trainer, Ms Roberta, are all limited to a group size of 40 persons per session. To maximise learning at each class, there will be group exercises and role-plays involved. These masterclasses will be beneficial especially for:

- Confidential Secretaries
- Executive Assistants
- Personal Assistants
- Corporate Support Officers
- Administrative Assistants
- Admin Executives
- Administrators
- All experienced secretaries and support staff who want to refresh and enhance their skills set

Organised by:

PARTNERS
Conference & Event Management
Pte Ltd (Reg. No. 200210370R)



MASTERCLASS B:

Sharpening your Skill as an Executive / Personal Assistant

14 September 2007





MASTERCLASS A:

Time Control for Secretaries & Admin Professionals

13 September 2007

Dear Secretary / admin professional,

Would you like to know how you can:

- Tackle more complex task in a systematic way?
- Create more time for yourself and be more efficient at work?
- Work as a team with your supervisors and managers?
- Set and achieve personal goals for yourself?

If so - this workshop is for you!

This one-day seminar teaches participants how to have more control over their time and how to work better with their supervisors and managers. Some topics are:

- The Principles of Time Management
- The meaning of the word bottleneck
- The differences between Priority A, B C and D tasks
- The "Swiss Cheese Approach" to the completion of complex tasks
- Criteria required for goal setting
- Goal clarity
- Guideline for personal goals
- How to use the goal setting plan?
- Why Daytimers and "To Do Lists" are so important?
- How much time do we have?
- What are responsibility, authority and accountability?
- How procrastination affects others?
- Time Wasters and their solutions
- Time-savers bosses and their secretaries may use to work more efficiently as a team

There will be group exercises and role play sessions involved in this class. To ensure maximum participation at this masterclass, participation to this masterclass is limited to 40 persons only.



What past participants said about Roberta's training

"I have benefited very much from Roberta's workshop. She is very clear in her presentation."

- Masita Binti Mohamad, Singapore

"Roberta's workshop has helped me to put into perspective, areas which have been really under-estimated! An eye-opener! Course delivery was interactive, hands-on and classroom style combined – brilliant!"

- Jann Saiboo, Adecco Personnel Sdn Bhd



MASTERCLASS B:

Sharpening your Skill as an Executive / Personal Assistant

14 September 2007

Dear Secretary / admin professional,

Would you like to know how your can:

- Communicate more effectively with your peers and supervisors?
- Work harmoniously with your colleagues, even difficult ones?
- Enhance your listening and speaking skills
- Stay on top of things despite changes at work?

If so - this workshop is for you!

This one-day workshop explains how you can improve your interpersonal and communication skills; deal more effectively with others and adapt to change easily. Some of the topics covered are:

- 8 steps in the Communication Process
- Steps used in one-on-one training that are most effective for retention of information
- Blocks to effective listening
- How to improve your listening and speaking skills
- How to avoid being misunderstood
- Beware of the "grapevine"
- What are paraphrasing and feedback and how should they be used?
- What are the qualities of good team members and how to effectively deal with problem team members
- The importance of non-verbal communication (body language)
- Does your personality type make you more resistant to change?
- How does the change process work?
- What steps should you take when adapting to change?
- The implementing change guide which allows for easier administration of change
- How to deal with negative resistance to change
- Learn about driving and restraining forces and how to brainstorm
- What are the effects of positive and negative thinking?
- How to obtain freedom from low-level positions

There will be group exercises and role play sessions involved in this class.

To ensure maximum participation at this masterclass, participation to this masterclass is limited to 40 persons only.

"Roberta is a great facilitator and she has much experience to share."

– VP Sharma, World Tanker Management Pte Ltd

"Roberta's delivery was very clear and the role play sessions were brilliant."

– Lew Hooi Hooi, Johnson & Johnson Pte Ltd

"Roberta is very knowledgeable and makes the workshop lively."

– Ong Ann Pang, Cameron (S) Pte Ltd



Masterclass Trainer

Roberta Cava

International trainer, Human Resource Specialist



Roberta Cava is owner of Cava Consulting (Head Office) in Queensland, Australia (1998); Cava Management Consulting Services in Edmonton, Alberta, Canada (since 1982), and Maui, Hawaii USA (since 1986).

Her firms offer over 65 different training and development seminars (12 Associate Trainers) in Supervisory/ Management, Human Resources, Personal Development, Career Development,

Customer Service and Clerical. Clients include other training firms, colleges, universities, private and government agencies in Australia, New Zealand, Canada, USA, Great Britain, Germany, Singapore, Malaysia, Philippines, Indonesia, Thailand, South Africa and the United Arab Emirates.

Roberta has been involved in the field of human resources since 1974 including employment as Head of Human Resources and Training for a large financial institute in Melbourne and as Human Resources Manager for a group of 12 companies based in Canada. Her company offers personnel services to companies too small to have their own human resources department and offers career counseling services to job seekers.

Roberta is the author of two internationally best-selling books - *Dealing with Difficult People* has been a best-seller since 1990 and now has 13 publishers in 8 languages. Another best-seller is: *Escaping the Pink-Collar Ghetto - How Women can Advance*

in Business (which is now available in e-book format). Her other books are: *Dealing with Difficult Spouses and Children*, *Dealing with Difficult Relatives and In-Laws*, *Before Tying the Knot - Questions Couples Must Ask Each Other BEFORE They Marry!* and *What Am I Going to Do with the Rest of My Life? Dealing with Difficult Situations – At Work and At Home and Dealing with Bullies.*

Her tributes include:

- Being chosen twice as a Canadian Achiever;
- Being nominated for:
 - The 2001 and 1999 Telstra Australian Woman of the Year Awards;
 - The Alberta Human Rights Award;
 - The Canadian Awards for Business Excellence;
 - The YWCA Tribute to Women Award;
 - The Edmonton Chamber of Commerce Small Business Owner of the Year Award for three years; and
 - Regional finalist for the 1993 Canadian Woman Entrepreneur of the Year Award.

Roberta is listed in Who's Who in North America.

Upcoming Programmes Suitable for Secretaries and Admin Professionals

- Dealing with Difficult People with Ms Roberta Cava, 18 Sep 2007
- Image Builds Business with Mr Robert Panté, 19 Oct 2007
- Masterclass for Secretaries and Admin Professionals: Expressing You® - Five Easy Steps to Confident Communication with Ms Deborah Torres Patel, 22 Oct 2007

For registration / enquiries, please contact:
Partners Conference & Event Management Pte Ltd (Reg. No. 200210370R)
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 Email: enquiries@partners-conference.com www.partners-conference.com

EVENTS AT A GLANCE

Event	Date	Fee
Masterclass A: Time Control for Secretaries & Admin Professionals	13 Sep 2007	S\$495 nett
Masterclass B: Sharpening your Skill as an Executive / Personal Assistant	14 Sep 2007	S\$495 nett

Special Package Fee
 Masterclass A and Masterclass B S\$940 nett (save \$50)

Yes, please register me / us for

Name of Delegates	Designation	Email	Masterclass (Please tick)		
1. _____	_____	_____	<input type="checkbox"/> A	<input type="checkbox"/> B	<input type="checkbox"/> Both
2. _____	_____	_____	<input type="checkbox"/> A	<input type="checkbox"/> B	<input type="checkbox"/> Both
3. _____	_____	_____	<input type="checkbox"/> A	<input type="checkbox"/> B	<input type="checkbox"/> Both

Approving Manager

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