



ASSOCIATION FOR  
OFFICE PROFESSIONALS  
OF SOUTH AFRICA

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## Building Careers | Attaining Excellence

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## How To Survive The Corporate Jungle *Secretaries Day 1 September 2010 - Time and Stress Management*

*Based on SAQA's Unit Standard ID 15234*

<b>Date:</b>	1 September 2010
<b>Time:</b>	08H30 – 16H30
<b>Cost:</b>	R3950 (Ex VAT)
<b>Venue:</b>	Pretoria (Ingaadi Spa) Johannesburg (Mangwanani Indaba) Durban (Mangwanani Sibiyi)

***Delegates attending this programme will develop self-management techniques and learn the principles of time and stress management. The importance of developing effective systems and procedures is highlighted enabling them to become more proactive and efficient.***

### Course Objectives

- Identify time management profiles Design and implement effective work plans to eliminate time wastage and enhance your own and your manager's performance
- Successfully plan and confidently prioritise your workload to ensure your own and your managers/teams objectives are met.
- Identify and eliminate "time thieves".
- Consistently meet deadlines to ensure your success and that of your manager/team.
- Identify and solve problems using critical and creative thinking, when prioritizing tasks and translating strategy into action.

## Who should attend?

Secretaries and administrators who are looking to improve their time management and organisation skills in order to effectively manage their own workload and enhance their performance. Learners should be competent in Communication and Mathematical Literacy at NQF Level 4.

## Course Outline

### *Identifying Time Management Profiles*

- Identify current time management techniques and processes

### *Understanding the Principles of Time Management*

- Understanding the 80/20 principle using case studies
- Focusing on the importance of delegating and prioritising
- Finding a balance at home and work

### *Developing and Implementing Time Efficient Work Plans*

- Understanding your organisation's objectives
- Translating objectives into work plans for your department
- Identifying the key activities required to complete a specific project and assigning time frames
- Eliminating and or managing time wasters in your department
- Prioritising tasks in terms of urgency and importance
- Correctly using delegation as a tool to get work done
- Implementing plans once all involved are informed of their roles, duties and functions
- Monitoring progress with your work plan and making necessary amendments

### *Understanding Stress*

- Analysing good stress vs damaging stress
- Identifying the causes of Stress
- Understanding the interrelationship of the different stressors

### *Reactions to Stress*

- Identifying the symptoms of stress
- Understanding the link between stress and work performance
- Analysing the impact of stress on interpersonal relationships

### *Managing Stress*

- Identifying methods of stress management and stress relief
- Analysing proactive and reactive stress management strategies

# Programme

## Enhanced Learning with Technology

Accredited training material will be saved on MP3 players to listen to during the various treatments and upon return to your workplace.

- Arrival – 08H30
- Light Breakfast
- Relaxing and healing foot massage
- Invigorating exfoliation treatment
- Revitalizing full body massage with hot stones
- Lunch
- Nourishing and restoring facial/ facial spa
- Indulgent head, neck massage
- Hand massage
- Close – 16H30

*Ashley Hayden will present in Johannesburg and Pretoria*

*Hanna Grobler will present in Durban*

*The OPSA/Rexel SA National Office Professional of the Year Award will be presented at the Pretoria event*