The ‘Secretaries Event of the Year’ is back!

This year we will be running our 15th annual PACSA conference at the brand new Sun City Conference Centre and all delegates will be staying overnight at the gorgeous new look SOHO Hotel!

Our theme is "Bohemian Fantasy" and we have yet another amazing programme planned - filled with loads of practical information, fun and fantastic surprises! Our line-up of professional facilitators are all experienced in their field and have dedicated time to come and share their secrets to success with you!

Contact us on (011) 454 5505 to book your place or visit www.cbmtraining.co.za for more information.
Reasons why you should attend:

- Our experienced and engaging speakers offer a wealth of information directly relative to PACSA delegates
- PACSA 2017 is endorsed by OPSA and all PACSA delegates registered with OPSA will receive 3 CPD points
- Our Past Delegates create bonds and friendships lasting well beyond PACSA – allowing you to grow your network
- Refresh and recharge yourself during the conference – and head back to work revitalised, motivated and empowered
- Location! The BRAND NEW Sun City conference venue will amaze you – and this year we are all staying at the newly refurbished SOHO!
- Apart from our fabulous sessions and intensive skills transfer, we will also SPOIL you with free gifts and sponsored prizes!

Who Should to Attend:
- Secretaries
- Personal Assistants
- Receptionists
- Executive Assistants
- Office Managers
- Administrators
- Project Administrators
- Frontline Staff

Topics that our Speakers will Discuss:

**Make Your Mark!** - Discover strategies that highly successful professionals have used to leverage their strengths and become “employees of choice”

**Do You Get Me?** - Understanding that you can have up to 4 generations in the same office, from the Matures to Generation Y, and overcoming the work related communication challenges this presents

**Follow the Leader!** - Understanding what the term “authentic leadership means and how to prioritise the goals and mission of your organisation

**Meetings Magic!** - A quick look at the most recent exciting ideas worldwide that are turning everyday meetings into memorable, effective occasions

**Get Risk Savvy!** - Hear from a dynamic woman business leader on why you should be aware of the risks within your department and how this knowledge can propel you forward in your career!

**Stay Cool!** - Proven methodologies to increase your productivity by calmly managing your stress levels at work

**Get it Done!** - Become the epitome of professionalism as you successfully juggle multiple tasks and projects while staying calm, collected and organised

**Get Smart!** - Creative decision making and problem solving skills to support the 21st Century PA – particularly when your boss is out of the office

**Look Fab!** - Using small inexpensive personalised tips to look fabulous, professional and elegant both day and night

*Plus: Becoming an OFFICE NINJA!*

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9th October 2017 (Day 1):

2.00pm
Arrive at Sun City and Check-In

4.00pm – 5.00pm
Becoming An Office Ninja! - Cindy-Marie Bertram
For the first time, PACSA has invited an Executive Assistant to address our delegates. As a passionate executive assistant, Cindy will share her love for her job and her hard won lessons with you. We were struck with just how much Cindy enjoys what she does, and how seriously she takes her role, and we thought you may like to listen as she recounts her successes and challenges and shares her passion with you.

Cindy’s Top Tips:
- Acknowledging the importance of flexibility
- Learning how to manage your manager
- Paying attention to detail – especially the small stuff!
- The importance of planning well in advance
- Understanding the need for confidentiality
- Learning to work smart – not hard
- Knowing what it means to be “in the zone”!

5.00pm
Free Time and Welcome Dinner

10th October 2017 (Day 2):

9.00am – 10.00am
Make Your Mark! Why you should care about your Personal Branding - Gillian Lindsell
- Understanding why you should care about personal branding.
- What are the fundamentals of branding? And why is personal branding so important?
- Appreciating that the first step to branding yourself is understanding who you are!
- Being mindful of what others are experiencing about you and what you want others to experience about you
- Realising that your personal brand must consistently convey the value you are able to deliver
- Understanding the benefits AND dangers of social media when developing your brand
- Treating your personal brand as an asset that needs to be protected, grown and developed

10.00am – 10.45am: TEA

10.45am – 11.45am
Do You Get Me? Communicating Across The Generation Gap - Nadia Maderthaner
- Understanding that in business today you can have up to 4 generations in the same place of work – from the Matures to Generation Y – and the challenges this presents
- Discovering the how to build lasting and beneficial work relationships with colleagues
- Avoiding assuming that because people are a certain age, they will act a certain way
- Avoiding generational jargon by speaking in plain terms when speaking to older or younger colleagues
- Looking for signs that you may be misunderstanding each other – and addressing this quickly
- Realising the importance of showing respect, as most generations feel they don’t get the respect they deserve – young OR old!

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10th October 2017 (Day 2):

11.45 am – 12.45 pm
Follow the Leader! : Understanding and Implementing Authentic Leadership - Adam Fidler
- Understanding what the term authentic leadership means and how it applies to you in your role as an executive assistant
- Assessing the 5 principles of authentic leadership: Insight, Initiative, Influence, Impact and Integrity
- Realising that it’s okay to show your emotions at work as it allows you to develop empathy with your colleagues
- Learning to prioritise the goals and mission of your organisation, and becoming results driven
- Exercising patience and resilience when approaching your tasks, objectives and colleagues
- Interacting with colleagues and managers in a genuine manner that inspires trust and co-operation

12.45am – 1.45pm: LUNCH

1.45pm – 2.15pm
Meetings Magic! : The Latest Tips In Making Events Fabulous! - Gillian Lindsell
- What is happening in the world of events management world-wide?
- Discovering quick and easy tips to make your events really stand out – from the invitation to the thank you’s
- Discovering some exciting décor ideas that you would never have thought of!
- Using some proven tips to make even the most serious, staid meetings more exciting
- A quick look at how technology and video conferencing set-ups are changing meetings

2.15pm – 3.00pm
Get it Done! : Discovering The Key To Personal Effectiveness - Pearl Mashabane
- Prioritising between multiple requests and projects without working overtime or dropping any balls!
- Building your business stamina, allowing you to work continuously at a productive pace that doesn’t take its toll
- Avoiding the stress resulting from unnecessary mistakes by learning practical techniques to increase your accuracy, attention to detail and concentration
- Staying calm, collected and organised while still successfully juggling multiple tasks and projects
- Achieving your corporate and personal goals through practical inspiring self-management skills
- Providing an invaluable support service to your boss/es allowing you both to achieve your goals and reach cohesiveness as a team

3.00pm – 3.15pm: TEA

3.15pm – 4.15pm
Navigating the World of Risk Management and Compliance and why it’s CRUCIAL to You - Nomsa Wabanie-Mazibuko
- How to be risk-wise by understanding the risks of your division and managing them effectively
- Being compliance-wise and supporting your executive to manage the legal risks in the division
- Discovering how to influence at all levels
- Learning to be a governance change agent
- How does your current role position you for a new career

4.15pm: TEA AND FREE TIME

7.00pm: DINNER
11th October 2017 (Day 3):

9.00am – 10.00am
Look Fab! Looking The Part – Your Guide To A Professional Image - Marjon Meyer
- Discovering the importance of projecting a truly positive and professional personal image
- Projecting an air of professionalism that supports your organisation’s image by developing a sophisticated business wardrobe
- Looking at how business attire has changed over the years and what is now acceptable
- Discovering the do’s and don’ts in today’s business environment
- Using practical and inexpensive tips to look fabulous, professional and elegant both day and night

10.00 – 10.30: TEA

10.30am – 11.30am
Get Smart! : Discovering Proactive Problem Solving & Decision Making - Pearl Mashabane
- Understanding the decision making process – and how to follow it in any situation
- Ascertaining your decision making authority in the absence of your boss
- Discovering how to know if you’ve made the right decision
- Applying sound reasoning to problems to allow you to get to the heart of the matter
- Becoming an efficient trouble-shooter for your boss, by implementing a proven problem solving framework

11.30am – 12.30pm
Stay Cool! Dealing Effectively With Everyday Stress - Marjon Meyer
- Understanding that stress is a part of everyday work and home life
- Separating out good and bad stressors – and dealing effectively with the mounting pressure
- Discovering some simple effective stress management techniques that you can use to help reduce those stress levels!
- Recognising when you are becoming stressed – and deciding on the appropriate action to take
- Learning to decide what is really important and developing an action plan to manage conflicting priorities
- Mastering the continual juggling act of home versus career – and discovering how important it is to make time for you!

12:30pm – 2:00pm: PORTABLE LUNCH AND FREE TIME

2.00pm: BUSES LEAVE SUN CITY

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Adam Fidler
Adam Fidler is renowned for his passion about the value of first-rate executive support, his inspirational teaching style, and his perspectives on the true role of the Executive Assistant. Having gained a broad, corporate experience as a Board-level/C-Suite EA/Business Support Manager in a variety of blue-chip organisations, including The Boots Company PLC, Bank of America and as a Private PA to a high-profile Chairman, Adam’s expertise is unrivalled in the field of executive and business support, and the role of the 21st Century Executive Assistant.

He set up his own training consultancy, Adept Executive Consulting Ltd, in 2015, but has been teaching secretaries, PAs and EAs since 2008 for clients such as Pitman Training Group, Jan Jones International and CBM Training. He is a regular speaker at industry events and conferences throughout the world.

Gillian Lindsell
Gillian is a resilience coach, professional speaker, communications specialist and people upliftment guru. Over 25 years in the branding, advertising and public relations industry adds to her natural talent to train, coach and inspire a wide audience on diverse topics from conflict management to leadership, personal branding to customer care.

Gillian prides herself as an extraordinary hard-core soft skills trainer, subscribing to the fact that “85% of your financial success is due to your personality, ability to communicate, negotiate and lead.” She incorporates a hands-on, dynamic and engaging training methodology that leaves each and every delegate feeling motivated and inspired. Through her facilitation she empowers people to understand their own potential to become more productive, mindful, successful and happy.

Marjon Meyer
Marjon is an Industrial Sociologist and a Human Resource Development Consultant, a demanding and enthusiastic facilitator of various training programmes. She is in high demand for training, consultation, development work and motivational talks. Marjón has extensive local and international experience in Facilitation, Programme Design, Skills Gap Analyses and Assessments. She facilitates of courses such as Management & Leadership, Confidence & Assertiveness, Business writing, Customer Service, Time management, Skills for PAs, Emotional Intelligence, Diversity management, Creative Problem Solving etc.

Marjon has travelled extensively both domestically and abroad and uses every opportunity to gain knowledge and experience through effective networking. Marjon is a master juggler as she tries to maintain a balance between career, work, marriage, being a mother to two beautiful children and finding time to pursue her other interests (arts & crafts, reading, travelling and outdoor life).
Nadia Maderthaner
Nadia loves people! All people, all shapes and all sizes and all ages. This is her purpose, service to others. She has been involved in corporate training since 2003 and has interacted with various levels of individuals... from Senior Managers to Call Centre agents, the passion is always the same – make an impact, develop growth, motivate for change, refresh, renew and rediscover.

Years of interacting with diverse people has provided Nadia with insight in terms of how to interpret, interact with and manage different age groups and the expectations of their generation. A mom to two girls, a wife, and a daughter hailing from a huge Greek/Italian family with various ages and distinctively different communication styles and needs. Nadia is acutely aware of the need to approach people according to their individual needs and expectations.

Pearl Mashabane
Pearl has worked in the public sector for 11 years as Manager: Wellness and Transformation Programs. She is currently a corporate trainer and consultant. Her interests are in Workplace Diversity, Mentoring and Leadership Development and Gender Mainstreaming.

Pearl has also served on the board of United Nations African Women’s Association (USA) as Vice President and a Personal Development Facilitator at Christian Embassy to the Diplomatic Community. She worked closely with several diplomatic missions and United Nations agencies to support socio-economic and cultural programs for women and children in various African countries. She is a contributing author of the book “100 Solutions to the Peaceful Advancement of Women Across Cultures “, published in New York City in March 2017. She holds a postgraduate degree in Counselling Psychology from the University of Pretoria.

Nomsa Wabanie-Mazibuko
Nomsa has extensive experience in Compliance, Ethics, Risk Management, Legal and Human Capital Development including Transformation Strategy. She has 9 years’ experience at an Executive level in the Financial Services sector.

Nomsa is a member of the Compliance Institute of Southern Africa and one of the first Certified Compliance Officers. She is also a registered Compliance Officer with the FSB in terms of FAIS. Nomsa is a registered Master HR Professional with the South African Board and People Practices (SABPP).

Due to her experience, she is capable of operating at a strategic level and is able to have a major influence at all levels including the Board, shareholder and the regulator with regard to regulatory requirements.

Cindy-Marie Bertram
Cindy is a past PACSA delegate who has gained a wealth of knowledge and skills. She is a very passionate and self-driven executive assistant, who has excelled in her career as an administrative professional.

Cindy has a positive way of thinking and loves to challenge herself. She believes that it is possible to achieve anything if you believe in yourself and that the role of an assistant is far more than what meets the eye. In her vast experience, Cindy strongly believes that if you master all the ‘small stuff’ you will transform into the Ultimate Office Ninja!

Her simple, yet effective formula for success has taken her from strength to strength in both her personal and professional life. Cindy holds qualifications in Development Psychology and also various Administrative courses.

Contact us on (011) 454 5505 to book your place or visit www.cbmtraining.co.za for more information
YES - Please register me and my colleagues!

[ ] Sharing Room - R 11, 950 Ex VAT
[ ] Single Room - R 13, 450 Ex VAT

Delegate 1:

Title: ___________________________ First Name: ___________________________ Surname: ___________________________
Job Title: __________________________________________________________________________________________
Email: ___________________________________________ Cell Number: ___________________________

Dietary Requirements (Please note that there is an additional charge of R500 per day Ex VAT for special dietary requirements):

[ ] Strict Kosher [ ] Halaal [ ] Vegan [ ] Vegetarian (no additional charge)

Transport Pick Up Points:

[ ] JHB (OR Tambo) [ ] JHB (Edenvale) [ ] Pretoria (Menlyn Shopping Centre) [ ] Own Transport

Delegate 2:

Title: ___________________________ First Name: ___________________________ Surname: ___________________________
Job Title: __________________________________________________________________________________________
Email: ___________________________________________ Cell Number: ___________________________

Dietary Requirements (Please note that there is an additional charge of R500 per day Ex VAT for special dietary requirements):

[ ] Strict Kosher [ ] Halaal [ ] Vegan [ ] Vegetarian (no additional charge)

Transport Pick Up Points:

[ ] JHB (OR Tambo) [ ] JHB (Edenvale) [ ] Pretoria (Menlyn Shopping Centre) [ ] Own Transport

Company Details:

Company Name: ________________________________________________________________
Company VAT Number (Compulsory): ____________________________________________
Company Postal Address: _______________________________________________________
Telephone Number: ___________________________ Fax Number: _______________________

Approving Manager (Full Name): ___________________________________________________________________________________________
Approving Manager Job Title: ______________________________________________________
Approving Manager Email: ___________________________________ Approving Manager Contact Number: ___________________________

By completing this form you are acknowledging that you have read the terms and conditions (available on our website) and that you have committed to attend this event. Please send this registration form only once you have obtained approval—as your company will be liable for costs once this information has been received by us.

Authorising Manager Signature: ___________________________ Name: ___________________________ Date: ___________________________