



Association for  
Office Professionals  
of South Africa

The Admin Excellence Conference is hosted by OPSA for those in the administrative industry who want to achieve admin excellence.

The focus of the conference is on the core skills required by the administrative professional in the workplace.

Join us for a fun, interactive 2 days of learning and an opportunity to network with other Office Professionals.

Book and Pay before  
12 October 2017  
**R4200.00 (excl VAT)**

After 12 October  
2017—book and pay by  
23 October 2017  
**R4800.00 (excl VAT)**



Professional Body 1027

**Contact**  
012 430 2479  
events@opsa.org.za  
www.opsa.org.za

# TO LEAVE A LEGACY CONFERENCE

2-3 NOVEMBER 2017  
V&A Waterfront, Cape Town

**Networking Event Included:**  
Sunset Champagne Cruise

## TO LIVE - TO LOVE - TO LEARN TO LEAVE A LEGACY

During these two days delegates will participate in the following sessions:

Before you'll ever win in the public arenas of life, you must first win private battles within yourself. All change begins with you. What actions do we need to take to lead a victorious life?

- Self-care
- Are you addicted to urgency?
- Living a principle-centered life
- Your private victory

### Emotional Intelligence

Nobody is good at everything. You need me, and I need you. Nobody has every talent. There are no perfect people who can say to the world, "I don't need anybody else." We need each other. We were made to work in teams. What we need to do to have productive and successful relationships?

### Facing and resolving Conflict

- The 8 Causes of Conflict and Tension
- Different conflict styles
- Interest-Based Relational Model
- The conflict resolution process

### Working with different personality styles

Good communication skills require a high level of self-awareness. Understanding your personal style of communicating will go a long way toward helping you to create good and lasting impressions on others. By becoming more aware of how others perceive you, you can adapt more readily to their styles of communicating.

### Technology update

Technology is constantly changing – how can you use technology to work smarter and save time.

### You want me to do what?

Have you ever had an ethical dilemma in the workplace? How would you handle it?

- What is an ethical dilemma?
- Legal vs Ethical
- Ethical challenges for the office professional

### Ethical decision making

"Would you tell me, please, which way I ought to go from here?" "That depends a good deal on where you want to get to," said the Cat. "I don't much care where -" said Alice. "Then it doesn't matter which way you go," said the Cat. "- so long as I get SOMEWHERE," Alice added as an explanation. "Oh, you're sure to do that," said the Cat, "if you only walk long enough."

- Personal branding
- Ambassadorship
- Vision board / wheel of life
- Goal setting
- Coaching and mentorship

### Project Administration

Working in a team can be a challenge and the success of a project will depend on how well the team collaborates with one another.

- Working in a team
- Staying organized and connected
- Building and maintaining relationships

*Any-giggle-will-do Laughter Session: Laughter not only provides a full-scale workout for your muscles, it unleashes a rush of stress-busting endorphins.*



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# OPSA LEAVE A LEGACY CONFERENCE FOR OFFICE PROFESSIONALS

## BOOKING FORM

CAPE TOWN 2—3 November 2017

Book and Pay before 12 October 2017  
**R4200.00 (excluding VAT)**

After 12 October 2017—book and pay by 23 October 2017  
**R4800.00 (excluding VAT)**

*Please complete the details below and email through to [events@opsa.org.za](mailto:events@opsa.org.za) to secure your booking.*

Job title:

Full Name:

ID Number:

Work Contact Number:

Email Address:

Dietary Requirements:

Cell Number:

Company:

VAT Registration number:

Company Address:

Are you an OPSA member?

Yes:

No:

OPSA membership is free. Contact [info@opsa.org.za](mailto:info@opsa.org.za) for more information

Where did you hear about the  
conference?

Facebook

LinkedIn

Colleague

Internet

Other \_\_\_\_\_

## Terms and Conditions

- **Full payment must be received 7 days before the conference.**
- You may cancel your registration, before 7 working days before the course takes place, by sending an email to [info@opsa.org.za](mailto:info@opsa.org.za)
- Cancellations made less than 7 days before the course will be liable for the full course fee.
- Once your completed registration form is received; you will be issued with a tax invoice
- Please email the proof of payment through before the course commences.
- Substitutes are welcome at no additional cost provided name(s) are provided prior to the course by email to [events@opsa.org.za](mailto:events@opsa.org.za)
- No show / absent delegates will not receive any refunds of course fees.
- A signed booking form, including the delegate and his/her manager signatures is accepted as a confirmed registration.
- Registration and payment is due on presentation of invoice.

Signature of Delegate: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of Manager \_\_\_\_\_

Date: \_\_\_\_\_

**Group bookings of 5 or more people get a 10% discount per delegate.**

**For more information contact us on [events@opsa.org.za](mailto:events@opsa.org.za)**