

OPSA PROFESSIONAL DESIGNATION MASTERCLASS

Consolidate your learning and experience on one certificate and prove your worth to yourself (most importantly) and your employer

WHAT IS A PROFESSIONAL DESIGNATION?

A professional designation is earned by an administrative professional by meeting certain requirements, and successfully completing an assessment (Portfolio of Evidence) to show competence in performing a certain job or task. The Portfolio of Evidence is based on the core competencies required in the workplace. It is an official endorsement from a professional body of skills and experience. OPSA is recognised by SAQA as a professional body (ID 1027) and has three registered professional designations for administrative professionals. For more information visit www.opsa.org.za/professionaldesignations.

An OPSA professional designation is valid for 2 years. To keep the designation active, a total of 20 CPD (Continuous Professional Development) points needs to be earned in the 2-year period to show a commitment to lifelong learning and to keep up to date with the skills and knowledge required in the workplace.

WHY GET A PROFESSIONAL DESIGNATION?

Achieving a professional designation will:

- Give you a sense of pride in your performance
- Build confidence in handling challenging situations
- Show a commitment to your role and your organisation = greater work performance
- Distinguish you from other staff members and show dedication to your job and your plans to continue developing and growing as a professional
- Ensure your knowledge and skills are current and valid in a constant changing workplace (a designation is maintained through ongoing professional development)
- Recognise your accumulated training and experience and support the range of industry skills and knowledge you have acquired through a combination of education and experience
- Gets you the industry's stamp of approval – OPSA and OPSA designations are registered with SAQA who recognise your expertise, knowledge, and professional status. Professional members are registered with SAQA on the National Learner Register Database.

WHAT IS THE INVESTMENT?

Costs include VAT, registration, and 2-year professional membership fee

R4800.00 online | R9500.00 classroom

The Masterclass can be facilitated in-house for 10+ delegates

Email dawn@opsa.org.za with details for a quote

	MODULE DESCRIPTION	OUTCOMES At the end of the module you will be able to:
MODULE 1 INTRODUCTION	An introduction to yourself and the world of the administrative professional.	<ul style="list-style-type: none"> • Introduce yourself in different situations using an ‘elevator’ speech • Identify the skills and knowledge you need for the future of work • List the skills, qualities, and attributes of an administrative professional and explain the importance of each
MODULE 2 COMMUNICATION 1	Communication is one of the top skills that is needed any industry. Being able to communicate effectively to a diverse set of people at any level and over any medium i.e. written, verbal etc. is a skill that will take you far in the workplace. It is a skill that takes practice and can be learned.	<ul style="list-style-type: none"> • Identify the steps of the communication process • Identify the meaning of non-verbal communication and gestures • Recognise internal and external communication barriers and ways to overcome them • Recognise the different types of listening and the importance of listening actively • Identify why questions are asked in certain situations • Recognise the different types of questions and when to use them • Communicate effectively using advanced communication skills • Manage your emotions and recognise the emotions of others • Build rapport with others (whether you like them or not) • Communicate effectively with different cultures • Recognise high vs low cultures in the workplace • Identify sources of conflict and strategies to deal with them • Apply techniques to deal with difficult conversations • Apply the mediation process to resolve conflicts

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MODULE 3 COMMUNICATION 2	<p>In Module 2 we discuss the communication process and how to effectively use advanced communication skills to build rapport and improve relationships. Not only do we need to communicate verbally and non-verbally, we need to become competent and careful writers to ensure our message is received in the manner it was intended.</p> <p>Increasing your compatibility with other people will benefit you in your career, your day-to-day dealings with people, and in your personal relationships. We need to observe others and identify their styles so that we can communicate them in a way that can build better relationships and understanding.</p>	<ul style="list-style-type: none"> • Identify the 5 steps of writing • Produce correspondence that is clear, concise, and accurate • Identify which words to use and which to avoid when sending a message • Identify the different interpersonal styles and how they need to be treated • Recognise your interpersonal style, your strengths, and weaknesses • Handle difficult customers by identifying their style
MODULE 4 ORGANISATIONAL SKILLS 1	<p>If you are a well organised person, you will remain well organised regardless of the job you are doing. It is one of the soft skills you will bring with you to any position and is an important employability skill.</p> <p>Strong organisational skills are important for a variety of reasons, and they all have a common denominator – they turn you into an efficient and effective employee.</p> <p>Organisational skills in the workplace (and they look good on your CV) are collaboration, communication, teamwork, delegation, planning, prioritising, time management, physical organisation (filing, record keeping, stock inventory) and work-life balance.</p> <p>In this module we look at planning, collaboration, teamwork, and meetings.</p>	<ul style="list-style-type: none"> • Identify effective organising skills and put them into action • Identify, manage, and plan a small project • Use tools to plan a project for success e.g. Gantt Chart, Risk strategy • Collaborate with team members and understand the group life cycle • Use team working skills and lead with confidence • Work with a team and understand the role each team member plays (Belbin) • Manage difficult group behaviours • Conduct virtual and traditional meetings with confidence

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MODULE 5 ORGANISATIONAL SKILLS 2	<p>Two organisational skills that are essential for an administrative professional are:</p> <p>Time management - research has shown that people who possess good time management skills are the highest achievers. It is not so much that we do not have enough time but more about how we organise the time we have.</p> <p>Records management - proper records management is the responsibility of everybody in the workplace. All employees should be aware of the importance of records management and be able to apply the principles of record keeping effectively.</p>	<ul style="list-style-type: none"> • Identify time management techniques and processes • Identify external and internal time wasters • Plan and prioritise each day's activities in a more efficient, productive manner • Overcome procrastination • Organize your workspace and workflow to make better use of time • Delegate more efficiently • Identify current problems with records management and how to prevent them • Identify different formats of records and how to maintain them • Analyse, classify and manage the life cycle of a record • Establish alphabetic, numeric, and subject filing systems Develop procedures for records management using SANS 15489 as a guide • Apply different methods to ensure the security of records and archives
MODULE 6 PHYSICAL RESOURCES, TECHNOLOGY UPDATE, ETHICS AND FINANCE	<p>These are areas where you might not be directly involved. If you are working for a large organisation, the work is divided into different departments where you might not necessarily need to know how the budget works (only how much you can spend!) If you move to another organisation or perhaps move up the ladder, you might be required to know a little more. All these topics are essential basics for the administrative professional.</p> <p>Since COVID arrived in 2020, technology has become an important part of communication and getting work done. It is here to stay. Getting to understand all aspects of technology is has been fast forwarded.</p>	<ul style="list-style-type: none"> • Manage work effectively to be productive – workstation management and safety • Adjust their work environment using ergonomic guidelines for physical well being • Plan an office layout for productivity • Manage office supplies effectively i.e. purchasing, leasing, inventory and storing • Work with technology and understand basic computer and mobile design skills and applications • Highlight and address unethical behaviour in the workplace • Understand the three basic finance principles • Distinguish the difference between financial statements and have a better understanding of budgets

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MODULE 7 CREATIVE PROBLEM SOLVING AND DECISION MAKING	<p>Problem solving is one of the necessities of life. We solve problems every day – while some problems are big, most are small and every now and then a life or death problem comes along!</p> <p>Problem solving becomes second nature –you do not even realise you are using a method to solve a problem! The human brain is wired to work as fast and efficiently as possible, which means it looks for short-cuts wherever possible. When solving problems, we use problem solving methods (habits) that are most familiar to us. That does not mean it is the best or the most creative solution possible.</p> <p>Problem-solving is an art, and as humans we can either do what we have always done, which means receiving the same results, or we can learn about the process of problem-solving and see it as a new habit, an attitude or a mind-set, rather than just a tool.</p>	<ul style="list-style-type: none"> • Identify what a problem is and ways to resolve it • Apply different approaches to solve problems • Identify the common barriers of problem-solving and strategies to overcome them • Use a framework for effective decision making • Use creative thinking to resolve problems
MODULE 8 GETTING UP TO SPEED WITH MS OFFICE	<p>We use MS Office daily to complete tasks in the office. Sadly, most of us have not kept up to date with updates and new features. Many of us are self-taught and know only ‘what we need to’ to get by.</p> <p>By understanding what each package is for and the features and functions, can help you be more productive and save you time and stress. It can also take boring, everyday tasks and turn them into automated functions that you can achieve with the flick of a finger.</p>	<ul style="list-style-type: none"> • Create documents in MS Word and understand how to use features such as tabs, automatic table of contents and numbering • Manipulate data in Excel spreadsheets for immediate results using Tables and PivotTables • Use functions and formulas in Excel to automate tasks • Follow conversations in Outlook and keep a tidy inbox • Create notebooks in OneNote to store information from different media • Create and manage presentations using PowerPoint • All this and much more!