

PROFESSIONAL DESIGNATION MASTERCLASS

Consolidate your learning and experience on one certificate

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 your 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 points must be earned in the 2-year period to show a commitment to lifelong learning to keep up to date with the skills and knowledge required in the workplace.

WHY A PROFESSIONAL DESIGNATION MASTER CLASS?

This interactive master class has been developed for administrative professionals who wish to upskill themselves and who want to apply for an **OPSA Professional Designation**.

- Delegates are required to complete a Portfolio of Evidence (PoE) during the Master Class - dedicated time to get it done. (Once you are out of the master class the mayhem of the 'normal' world returns and you never get the time!)
- A facilitator will be available to assist and answer questions pertaining to the Portfolio of Evidence
- Update your current skills through the mini-workshops
- Share skills and knowledge with like minded individuals

WHAT IS COVERED FOR THE 5 DAYS?

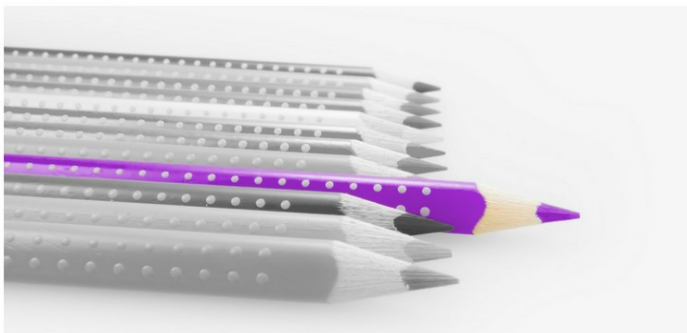
- Discussion on how the COVID pandemic changed the working world of the administrative professional and the skills and knowledge that will be needed to stay relevant in the workplace of the future.
- Interactive sessions on records management, ethics, office equipment and supplies and working with finances to assist in completing the Portfolio of Evidence
- Four mini-workshops on communication, organisation skills, critical thinking, creativity, problem solving and decision-making (see attached)

WHAT IS THE INVESTMENT?

Five days out of the office and R11 750.00 (all inclusive). This includes the:

- Professional designation registration fee
- 2-year professional membership with OPSA
- Mini workshops and master class
- Workbook.

Climb out of the box and make your mark



Get an official endorsement of your skills and experience

For more information contact::

The Association for Office Professionals of South Africa NPC
SAQA Professional Body ID 1027



Email: admin@opsa.org.za

Telephone: 064 518 7993

www.opsa.org.za/professional-designations
www.opsa.org.za/masterclass

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MINI WORKSHOPS

COMMUNICATION

To succeed in the workplace, the 4 Cs are essential - communication, critical thinking, collaboration, and creativity. Out of these four skills, communication rates the highest. After attending this module, delegates will be able to:

- Explain the communication process
- Apply listening skills to ensure understanding
- Analyze non-verbal communication
- Build rapport with colleagues and customers
- Demonstrate assertiveness and conflict management skills
- Establish and maintain working relationships with different interpersonal styles
- Demonstrate emotional intelligence in the workplace
- Communicate successfully with different cultures
- Plan, prepare and edit business documents e.g. correspondence, documents and reports

ORGANISATION SKILLS

As administrative professionals, getting and staying organized are essential to being effective and efficient. Being able to find the information when you need it and to be in control of your time is important.

After attending this module, delegates will be able to:

- Set SMART goals
- Plan, schedule and prioritise work
- Apply the important/urgent matrix to activities
- Organize the workspace to ensure maximum productivity
- Organize paper and digital filing by using various systems e.g. color coding, tickler files
- Plan and prepare for meetings, events, and travel
- Manage small projects successfully
- Apply tips and techniques for effective time management

CRITICAL THINKING, CREATIVITY, PROBLEM SOLVING AND DECISION MAKING

Administrative professionals make decisions every day in the business world. It is important to be able to use both creative and critical thinking skills. Creative thinking involves a more open approach to new ideas and critical thinking involves a more analyzed thought process. Both ways of thinking can be used to solve problems and make decisions. After attending this module delegates will be able to:

- Identify the difference between critical thinking and creativity
- Identify challenges in the workplace and apply critical thinking and/or creative skills to solve them
- Think, act, and do things differently
- Generate new ideas and original solutions quickly and easily
- Evaluate and select best ideas and solutions
- Apply the IDEAL strategy for problem solving

COMPUTER SKILLS (MICROSOFT OFFICE)

We all use MS Office to produce documents and spreadsheets in the office. We all learn what we 'need' to know. We don't look for the little things that we can do to make the job easier and quicker!

After completing this module, delegates will be able to:

- Use the functionalities of MS Office to increase productivity
- Prepare documents and reports using the Intermediate/Advanced functions of MS Word
- Prepare spreadsheets including graphs and tables using MS Excel
- Manipulate data in MS Excel to produce reports (PivotTables and PivotCharts)
- Prepare presentations using MS PowerPoint
- Manage To Do Lists (tasks) and email (Inbox)

For more information contact:

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