



OPSA CONFERENCE 2023
EMPOWERING EXCELLENCE
Cultivating skills for success

CAPE TOWN: 23-24 November 2023

Helping you be the best you can be and gaining the skills you need to succeed.

In a world where things are always changing, it is important to keep learning and growing. Facilitators will share ideas and strategies to help you reach your goals for personal and professional growth. Delegates will come together to learn, discuss, and work together to ensure that they have the tools they need to achieve extraordinary success.

PERSONAL LEADERSHIP - WHY WE NEED TO BECOME OVER ACHIEVERS (Workshop)

Suzette Smit

In this thought-provoking session, you will be inspired to apply a realistic and optimistic mind to how you view the important role you play within your team and company.

- **RED FLAG REVIEW:** The Rule of 40%: What (not who) is your **OPPONENT**? The level you are operating at, is the level of excellence you accepted. It's time to meet the **CHALLENGE OF CHANGE**.
- Adjusting your **THERMOSTAT** to reach your **PERFORMANCE** Indicators.
- **ACCOUNTABILITY MIRROR:** You are your actions; you are your thoughts.
- It's time to **EMPTY THE GLASS**.
- Outcome: A Brutally **HONEST** Introspection of your Human Behaviour **AUDIT** and why it is currently a reflection of your performance and career success.

TO AI OR NOT TO AI, THAT IS THE QUESTION

Dawn Williams

AI is transforming the role of administrative professionals by automating routine tasks, such as data entry and scheduling, allowing them to focus on more strategic and value-added activities such as decision making and creative problem solving. With AI-powered tools, administrative professionals can streamline office operations, enhance efficiency, and make data-driven decisions. Whether it's automating email responses, managing calendars, or analyzing large datasets, AI empowers administrative professionals to work smarter, not harder, in an increasingly digital and data-driven workplace.

In this mind-blowing session, you will understand the world of AI and learn new tricks to work smarter in the workplace. Know what tools you can use to save time, spice up your creativity, boost your professionalism, satisfy your curiosity, come up with good ideas and have fun!

For more information:

Visit: www.opsa.org.za | Phone or WhatsApp: 064 518 7993 | Email: info@opsa.org.za



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EXCELLENCE VS PERFECTION (Workshop)

Craig Maritz

In a world that often demands flawlessness, we find ourselves at an intriguing crossroads between these two ideas. Aspire for excellence, and you embark on a journey of continuous improvement and innovation, embracing growth and evolution. Chase perfection, and you navigate a terrain where unattainable standards may lead to stagnation or disillusionment. Throughout history, individuals, industries and societies have grappled with the question of whether to prioritize the pursuit of excellence or the elusive grasp of perfection.

In this session we unravel the threads of these contrasting ideals, seeking not only to understand their essence but to uncover the wisdom they hold for our own questions for greatness.

EMOTIONAL INTELLIGENCE

Louisa Kambile

In the world of the administrative professional, beyond the daily tasks and organizational expertise, lies a crucial skill set that can significantly enhance effectiveness. Emotional Intelligence involves the ability to understand and manage one's own emotions while also empathetically understanding and positively influencing the emotions of others. In the fast-paced and often demanding environments that the administrative professional works, emotional intelligence can serve as a cornerstone for building strong relationships, fostering effective communication, and navigating intricate interpersonal dynamics.

This session looks at self-awareness, improving interpersonal skills, and a deeper understanding of emotional dynamics in both personal and professional settings.

NAVIGATING CHANGE WITH GRACE

Sharonette Webb-Olivier

Change is inevitable and the administrative professional plays a role in orchestrating smooth transitions within organisations. Navigating shifting priorities, technological advancements and evolving strategies requires a resilient mindset that embraces opportunities for growth. The ability to swiftly and effectively adapt to new circumstances not only ensures operational continuity but also positions the administrative professional as an integral driver of progress.

This session looks at change management, resilience and adaptability, highlighting their importance in empowering administrative roles to thrive in an ever-changing world.

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BATTLE OF THE ADMINS

Dawn Williams

Whether you are a seasoned administrative professional or just starting out, this competition will challenge your understanding of office operations, time management, communication skills, and much more. It will also refresh your memory of what was learnt during the conference.

Are you ready to showcase your administrative prowess and learn something new along the way?

PLEASE NOTE THAT THIS IS A FULL 2-DAY PROGRAMME

KINDLY ENSURE THAT TRAVEL ARRANGEMENT ARE MADE FOR AFTER THE CONFERENCE

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