

Professional Designation Masterclass 2025



What is a Professional Designation?

An OPSA Professional Designation is a formal recognition given to an administrative professional who has demonstrated a certain level of competency, knowledge and expertise in administrative procedures. It shows that the individual has met specific requirements, such as education, experience and has successfully completed a Portfolio of Evidence.

Professional Designations help to establish credibility, expertise and proficiency with the administrative industry. Achieving a professional designation is a commitment to life-long learning and Continuing Professional Development (CPD) points must be achieved to maintain the validity of the designation.

Why a Professional Designation Masterclass?

The interactive Masterclass has been developed for administrative professionals who wish to upskill themselves and who want to apply for an OPSA Professional Designation.

- Dedicated time for delegates to complete a Portfolio of Evidence (PoE)
- A facilitator is available to assist and answer questions pertaining to the PoE
- Update current skills in keeping with changes in the industry
- Peer-to-peer learning - share skills and knowledge with like-minded individuals
- Practical examples

About the OPSA Professional Designation Masterclass 2025

The Professional Designation Masterclass is designed to keep administrative professionals in touch with industry developments such as AI and digital tools while upskilling them in areas such as communication, problem solving, decision making, emotional intelligence and creativity. It is an interactive program with problem solving exercises and a learning environment through peer to peer engagement. There are practical insights to empower the administrative professional to excel in their role and adapt to the changing demands of the modern workplace.



The Office Professionals of South Africa NPC
Building Careers | Attaining Excellence



+27 64 518 7993



www.opsa.org.za



info@opsa.org.za

Professional Designation Masterclass 2025

The World of the Administrative Professional

Administrative professionals need to stay adaptable, look after themselves and embrace AI and digital skills.

Adaptability

To adapt to emerging tools and technologies to maintain efficiency and productivity

Self-Care

Strategies for achieving a healthy work-life balance to boost overall productivity

AI and Digital Transformation

Insights into the fundamentals of AI and its transformative effect on administrative roles

AI Tools and Applications

AI driven tools that can streamline administrative processes and key trends that are shaping the future of administrative work

Communication

Administrative professionals must send messages, both verbal and non-verbal with clarity, master the art of crucial conversations and build strong relationships with colleagues and stakeholders.

Verbal and Non-Verbal Communication

How tone, body language and facial expressions can enhance overall communication effectiveness

Professional Email Etiquette

The do's and don'ts of professional email communication to ensure emails are respectful, clear and appropriately formatted

Interpersonal Communication

How to identify different personality types and the skills to build and maintain strong relationships with colleagues and stakeholders

Crucial Conversations

The importance of having crucial conversations and techniques for navigating these dialogues effectively to ensure productive and positive outcomes

Emotional Intelligence

Administrative professionals need to be emotionally intelligent to be able to handle interpersonal challenges, communicate effectively and lead with empathy and insight.

Emotional Intelligence

Learn to identify, understand, and manage your emotions effectively to improve personal and professional relationships

Self-Awareness and Self-Regulation

Techniques to enhance self-awareness and regulate emotions leading to better decision-making and emotional well-being

Empathy and Social Skills

How to develop the ability to empathise with others and improve social skills to build stronger and positive relationships

Conflict Resolution

Strategies to maintain and resolve conflicts in the workplace

Professional Designation Masterclass 2025

Problem Solving and Decision Making

Administrative professionals need critical thinking skills to approach problems methodically and creatively to tackle obstacles and make informed, confident decisions

Problem-Solving Techniques

Discover methods to identify challenges and implementing effective solutions

Decision-Making Models

How to evaluate various options and apply decision making frameworks to make informed and sound decisions

Critical Thinking Skills

How to develop analytical and critical thinking skills to approach problems with a strategic and logical mindset

Collaborative Problem Solving

Techniques for collaborating with teams to address and resolve issues

Creativity and Organisational Skills

Administrative professionals need to cultivate their creativity and apply creative problem solving techniques to streamline work processes, boost their creativity and achieve their goals.

Fostering Creativity

Methods to unlock creative potential and foster innovation, leading to fresh ideas and approaches in your work

Creative Problem-Solving

How to apply creative thinking to tackle and solve problems, turning challenges into opportunities for growth

Organisational Skills

Effective time management and planning skills to stay organised and prioritise tasks efficiently

Workflow Optimization

Strategies to optimise workflows, eliminate inefficiencies and enhance productivity

Project Management

Key project management principles and tools to plan, execute and complete projects successfully

Investment

R11 750.00 and 5 days out of the office

Whats included:

- 5-day workshop
- Professional designation registration fee and 2-year membership fee

**In-house Masterclasses are welcome
Contact us for more information**

