




Office Professionals Conference 2012

Protea Hotel The Ranch, Polokwane: 18 – 20 April
 Making Training Fun & Applicable



Overview	Who should attend?
<p>Office Professionals Conference 2012 is designed to:</p> <ul style="list-style-type: none"> • Expand and enhance professionalism and administrative skills. • Discover new ways to streamline office procedures. 	<p>The conference is designed for Office Managers, Executive Assistants, Administrative Assistants at all levels and other Office Professionals.</p>
Wednesday, 18 April	Investment
<p>09:00</p> <ul style="list-style-type: none"> • Luxury shuttles depart from Protea Hotel Rosebank, OR Tambo, Pretoria Brooklyn Muckleneuk to Polokwane <p>13:15 - 14:00</p> <ul style="list-style-type: none"> • Registration. <ul style="list-style-type: none"> ◦ Lunch and networking opportunity. <p>14:00 - 15:00</p> <ul style="list-style-type: none"> • Check-in. <p>15:00 - 18:00</p> <ul style="list-style-type: none"> • Afternoon at Leisure. <ul style="list-style-type: none"> ◦ There's not a moment at Protea Hotel Ranch Resort when you're stuck for something to do. ◦ Game viewing, golf, tennis, safaris on foot or horse back, swimming in one of the 4 pools (two of which are heated), steam rooms, birding, reading, relaxing or some historical and archaeological exploration – it's all there. <p>19:00</p> <ul style="list-style-type: none"> • Gala Dinner <ul style="list-style-type: none"> ◦ The Gala Dinner will be an Oriental Experience to remember! Live entertainment provided by DJ Dolla. 	<p>R9 800.00 per person sharing (excl. VAT) R10 800.00 for a single room (excl. VAT)</p> <p>Price includes transport from Johannesburg and Pretoria, accommodation at Protea Hotel The Ranch Polokwane, all conference documentation, meals and conference entertainment.</p> <p>5% discount for 5 or more delegates booked simultaneously and 10% discount for 10 or more delegates booked simultaneously.</p> <p>Each delegate will receive a Tablet with built-in 3G.*</p>  <p>*Delegates will only receive the FREE Tablet after Tsakisi Training and Consulting has received full payment.</p>

08:50 – 09:00

- MC's opening address.
 - *Mutodi Neshehe*

09:00 – 10:00

Learning to Listen MORE Actively.

- *Roland Gaspar*
- Your ability to listen actively and effectively is an important tool for success both professionally and personally.
- During this interactive session you will assess your listening skills and identify obstacles to focused listening.
- You will learn how to use empathy, partial agreement, and reframing as a way to turn conflicts into cooperation, emotion into reason, and hidden agendas into honest dialogue.
- You will also discuss behaviours and attitudes that are barriers to active listening and open communication, see proactive listening skills in action, and go away with an action plan for improving your listening skills.

10:00 – 11:00

Improving Your Planning, Organising and Time Management Skills.

- *Heidi Pasques*
- This session is designed to assist you in making the best possible use of your time.
- You will recognise stress in your environments and learn how to redirect it for positive results.
- You will examine ways to better manage your time, workflow, and responsibilities.
- This will be an informative, practical session for every office professional that must meet deadlines, make decisions, and resolve conflicts.
- It is essential if your job requires multi-tasking and working in a high stress and rapidly changing environment.
- You will develop a personal time plan and learn how to save up to two full hours working day.



Mutodi Neshehe

MC

Mutodi is a fine young man who is going places. In the short period of time, the former Muvhango actor has been back in South Africa, he has managed to start and own two film production companies, an event management company, an advertising and media company and he is also a business consultant. He is a scriptwriter, a director and a producer for his production companies and as if that was not enough, he is also a member of the African Success and Entrepreneurial Foundation, AFSEF, whereby he helps develop poor communities by getting them involved in businesses around their areas.

- You will get tips and techniques on avoiding job burnout.
- And you will learn a systematic approach to planning and organizing your time better and conquering procrastination and "Time Wasters".

11:00 – 11:30

- Mid-morning refreshments and networking opportunity.

11:30 – 12:30

Communication Detours: 10 Tools to Keep Difficult Conversations on Track.

○ *Seipei Mashugane*

- Communication with others is never as easy as 1-2-3, because we are all different.
- And though we may speak a common language, we interpret comments through our own perceptive lens and others do the same.
- It is normal in a work situation from time to time to have to stand up for yourself or stand up to others.
- In this session you will learn to recognise detours in conversations that take the conversation off-track, make it a challenge, evade the issue, or deflect attention.
- You will get 10 practical tools to respond to communication detours that keep your conversation on track, while still maintaining a calm, self-assertive manner.

12:30 – 13:30

- Lunch and networking opportunity.

13:30 – 14:30

Navigating Your Way Through Change.

○ *Roland Gaspar*

- "Change is inevitable and you just have to manage it," is an often- heard philosophy, but not a particularly helpful one.
- Change--even when it's positive--can be as stressful as negative change, because with every gain there is a loss.
- Helping yourself and others you work with process change with excitement rather than threat requires insight into the dynamics of change.



Roland Gaspar

Roland is an experienced actor, broadcaster, comedian, motivator and professional speaker. His background includes Television, Radio, Advertising, Theatre, Corporate Training, Promotions and Stand-up Comedy. He is an effective communicator and specialist compère.

- During this session you will talk about why people resist change, and learn how to accept and manage change better in your own work environment.

14:30 – 15:00

- Afternoon refreshments and networking opportunity.

15:00 – 16:00

How to Deal with Difficult People at Work.

○ *Heidi Pasques*

- Each of us has our own personality and style differences.
- Some people can be more difficult than others.
- Do you have to deal with difficult people at work?
- Whether it's a co-worker, boss, or customer, each of us can be difficult at times and turn a happy workplace into a tense one.
- This workshop will teach you how to identify different types of difficult people.
- You will learn how to handle each one and improve your communication skills with difficult people overall.
- This will lead to better resolution of difficult interactions, greater productivity, and less on-the-job stress.

16:00 – 16:15

- MC's closing remarks.

○ *Mutodi Neshehe*

19h00

- *Join us for an elegant masked ball, followed by cheese and wine! Entertainment by DJ Dolla.*



Heidi Pasques

Heidi specialises in Diversity Training over the past number of years, and has worked with very diverse participants in public workshops as well as facilitating interventions in large organisations.

Her passion is opening doors for personal and professional growth within individuals and she has the ability to build immediate rapport with her audience through her enthusiasm and genuine interest in those she is training. She has extensive experience in dealing with diverse cultural situations and has been effective in helping people become cultural learners.

DJ Dolla

Friday, 20 April

07:30

- Breakfast and check out.

08:50 – 09:00

- MC's opening address.

○ *Mutodi Neshehe*

09:00 – 10:00

Practicing Assertiveness.

○ Heidi Pasques

- Being assertive is a positive trait and a mark of self-confidence, honesty and mutual respect.
- But it's important to combine strength with sensitivity, so knowing how you come across when being assertive is important.
- This session will address how individuals see themselves and how others see them.
- It will promote understanding and integration of unique styles; and it will focus on empowerment without the need to be overly submissive or overly aggressive.

10:00 – 10:30

- Mid-morning refreshments and networking opportunity.

10:30 – 11:30

Say NO to Negativity and Stress; and YES to Positivity.

○ Heidi Pasques

- Negativity can lead to stress, unhappiness, more negativity, more stress, and an ever-downward cycle.
- In hard economic times, when we are required to take on more and more work, and when colleagues around us are stressed out, too, it is easy to take a negative approach.
- But being more positive can increase our effectiveness and can create even more positive experiences.
- During this session you will discuss how to break the downward cycle by overcoming negativity with positivity!
- You will learn to acknowledge stressors, but not wait until everything is perfect to tap into the power to be a happier, more productive, more effective, and more positive person.
- You will identify what brings you down and what picks you up, and you will learn how to develop and maintain a positive attitude.

11:30 – 12:00

- Close of conference.



Seipei Mashugane

Popularly known as "The Biker Queen" and her campaign entitled "1 woman, 9 provinces, 9 day, a nine-day nine-province tour with other female bikers to raise funds for Aids orphans and battered women. She also held educational and motivational talks during her travels through the nine provinces.

Seipei Mashugane is the Founder and Managing Director Biker Queen cc a proudly black owned South African enterprise trading under GYNAMME TRADING specialising in brand strategy and management with a special emphasis on activation through biking and entertainment (Music, fashion, comedy, lifestyle or proprietary assets).

<p>12:00 – 13:00</p> <ul style="list-style-type: none"> • Lunch. <p>13:30</p> <ul style="list-style-type: none"> • Buses depart. 	
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Tsakisi Training & Consulting Course Booking Form	
Office Professionals Conference The Ranch	*Name:
*Company:	*Position:
*E-mail:	*Telephone Number:
*Postal Address:	*Fax Number:
*City/Code:	*Cell Number:
*Shuttle pick up point/own transport:	*Single/Sharing:
*VAT Number:	
Bank Details:	
Account Name: Tsakisi Supplies cc, Nedbank, Savannah, Branch Code 141848, Acc No: 1418041963	
Cancellations:	
<ul style="list-style-type: none"> • No shows on the day of training will be charged 100% of the course price. A substitute delegate is welcome at no extra cost. • Delegates may transfer their registration to another course, once at no charge - provided we are informed at least 5 working days before the course. For last minute transfers or transfers made inside of the 5 working days, a late transfer fee of 20% will be charged. • You may cancel your registration, in writing, up to 7 working days before the course takes place, incurring a 10% administration cost. Cancellations made inside of the 7 days will be liable for the full fee. • Unfortunately, no refund can be given to delegates who do not attend without giving prior notice. Delegates who do not arrive for training on the day and who have a valid excuse - will be transferred onto the next course and charged a 20% transfer fee – only one transfer is allowed per delegate. • Please note, once your registration form is received, you will be issued with a tax invoice. Payment, or proof thereof or an order number must be received on the first day of the course. 	
Confirmation:	
If you do not receive communication outlining participation details one week prior to the event, please contact Tsakisi Training & Consulting.	
<input type="checkbox"/>	I hereby acknowledge that I understand and agree to the terms and conditions of my registration.

Contact Details:	
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