

KTI SEMINARS

COMPETENCE DEVELOPMENT MASTERCLASS

TARGET AUDIENCE: Administrators, Information Technology Officials, Human Resource Practitioners, Operational Team, Finance officers, Clerical Staff, Secretaries, Personal Assistants, Executive Assistants, Middle-to-Junior Level Managers, Team Members, Office Managers, Civil Servants etc.

COURSE DESCRIPTION

A competent workforce is an essential ingredient of business achievement, matching the skills (competence) of the workforce with current and future business or service need. Through the medium of competency-based development, an organization can effectively develop and nurture the potential of its employees; the effects of which are significant improvements in overall organization's performance.

This programme brings all employees to a higher level so they all have similar skills and knowledge. This helps reduce any weak links within the company who rely heavily on others to complete basic work tasks. Providing the necessary training creates an overall knowledgeable staff with employees who can take over for one another as needed, work on teams or work independently without constant help and supervision from others.

This Masterclass is designed to give delegates a better understanding of the 'people skills' and 'individual skills' which are needed in a business environment and which can help them develop their existing competencies into superior skills. It gives delegates a better understanding of how they and their colleagues might work together more effectively in any office environment.

The course is tailored to be both effective and enjoyable that would enable participants to translate the theory into practice and enable them apply the knowledge on the field of work. It involves a production of a follow-up action plan which can help them implement new skills back at work.

COURSE OBJECTIVES

This intensive seminar is designed to emphasize on the tools, skills and techniques required by employees of diverse background to strengthen awareness and interest in best practices, widely used and recommended to excel in today's dynamic business world. At the end of the workshop participants should be able:

- to understand the importance of effective administration skills within an organization
- to enhance communication and interpersonal skills
- to understand how to be assertive and build a good rapport with managers
- identify what causes and drives costs
- gain insight into working capital management
- be in a better position to discuss relevant financial issues with finance managers/stakeholders in their organisation
- understand the impact of various decisions on a company's performance
- Appreciate the advantages and risks of corporate and internet computing, in achieving financial, efficiency and other objectives
- Explain the costs, economics and opportunities provide by the corporate computing systems, the internet, cloud computing systems, open standards and social media.

MODE OF WORKSHOP (DELIVERY)

We use a combination of formal **PowerPoint presentations, training manuals, group and individual exercises, psychological and work inventories, case studies and discussions.** Inter-group discussions to share working experiences are also an important ingredient. Skills are introduced and then revisited at regular intervals throughout the programme. This helps reinforce and imbed skills and performance.

COURSE

OUTLINE

MODULE 1

- **Your Secretarial And Administrative Role**
 - Responsibilities
 - Skills
 - Qualities

- **Developing An Appropriate Professional Image**
 - Professional Appearance
 - Timekeeping And Punctuality
 - Introduction To Office Ethics
 - The new rules for business writing
 - Effective report writing model
 - Meeting management and minute taking

- **Stress**
 - Identifying Stress
 - Understand your physiological responses to stress
 - Managing Your Health and Eliminating Stress
 - Understand work-life balance on performance
 - Coping with a Heavy Workload
 - Stress-Busting Techniques
 - Activities To Practice Using The Techniques

- **Communication**
 - Body Language, Words And Tone Of Voice

- Active
Listening
- It's Not What You Say, It's How You Say It
- Questioning For Clarity: Sharpen Questioning Skills
- Listening and Hearing: They Aren't the Same Thing
- Communicating with Power
- Body Language: The Signals You Send to Others

MODULE 2:

- **Key Financial Concepts and Principles**
 - Bookkeeping versus Accounting
 - Cash accounting versus accrual accounting in private and public sectors
 - Types of accounts in the General Ledger, their purpose and the chart of accounts
 - Double –entry bookkeeping concepts and implications
 - Depreciation and amortisation
- **Managing the Finances & Costs of Projects**
 - Financial aspects of building the business case and getting approval for funding
 - Estimating project costs- different estimating techniques
 - Project forecasts, cost variances and cost control
 - Project risks and financial implications
- **Reading Financial Statements**
 - International Standards in the private and public sector
 - Format and content of the statement of profit or loss
 - Format and content of the statement of financial position
 - Investor ratios

MODULE 3

- **IT strategy**
 - Advances in IT and developments in corporate computing
 - IT applications, security and architecture
 - Issues in formulating IT strategy to meet organizational needs
 - Current themes and trends-open standards and the new digital environment
 - The IT strategy framework
 - Where and how to start
 - Common mistakes and SWOT

- **Project Management**
 - Large versus small projects
 - Agile versus other methodologies: SSADM and Prince II
 - Big project case studies and research findings
 - Procurement and contract management: life cycle procurement
 - IT benchmarking

MODULE 4

- **Emotional Intelligence – the Five Competencies**
 - Self-awareness
 - Self-management
 - Empathy
 - Social awareness
 - Relationship management

- **Applying the Competencies**

- Choice and Control Model
- Outcome Thinking
- Dealing with Individual Challenges
- Action Plans