ADVANCED RECORDS MANAGEMENT AND SECRETARIAL COURSE TRAINING AND FACILITATION PROGRAMME

TRANSFORMING WORK RELATIONS

5 Day Workshop

Venue

The Capital Menlyn Maine Hotel Pretoria, South Africa
194 Bancor Avenue, Pretoria, 0010, Gauteng
DATE: 9th – 13th September 2024

WHO SHOULD ATTEND?

- ☑ · Records and Information Managers
- ☑ · In-house Counsel and Privacy officers
- ☑ · Executive Personal Assistance [PA]
- ☑ · Executive Secretaries, Internal auditors
- ☑ · Information Security and Managers
- ☑ · Regional Staff, NGO's and NPO's
- ☑ · Office Supervisors and Assistants
- ☑ · Data Capturers and Records Keepers
- ☑ · Litigation and Discovery Staff
- ☑ · Receptionist and Assistants
- ☑ · Assistant Directors
- ☑ · Business Managers

UPCOMING WORKSHOPS

21 – 25 October 2024
Four Points by Sheraton, Bali United Arab
Sheikh Zayed Rd – Trade Centre 1, Dubai 502306
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4 – 8 November 2024
The Capital Menlyn Maine Hotel, Pretoria
194 Bancor Avenue, Pretoria, 0010, South Africa

18– 22 November 2024
Four Points by Sheraton, Bali United Arab
Sheikh Zayed Rd – Trade Centre 1, Dubai 502306
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9 – 13 December 2024
The Capital Menlyn Maine Hotel, Pretoria
194 Bancor Avenue, Pretoria, 0010, South Africa

Book Now: 📱 +27 61 529 2291 or **Call** +27 74 210 9613 or **Email:** admin@leverainstitute.co.za
www.leverainstitute.co.za

5 DAY WORKSHOP OUTLINE

DAY 1

RECORDS MANAGEMENT FUNDAMENTALS
INTRODUCTION TO RECORDS MANAGEMENT

- Records management?
- What is Records Management?
- Advantages of effective Records Management
- Introduction to records and information management
- Records management and archival administration
- The life cycle of records: active records management
- Records arrangement and document description
- Analysis of the external and internal structure fonds
- Doc and series-based approaches to arrangement
- Preparation and maintenance of printed guides

ARCHIVES AND INFORMATION MANGEMENT

- Types of finding aids: guides, inventories
- Conservation and transfer of records
- Records management, archives and libraries
- Records management as risk management
- Disaster preparedness and recuperation
- Disaster recovery plan and its importance
- Records Management models in public sector
- Adjustments of the archival management and conservation to new technologies of production
- Information storage technologies
- Computer skills for information management
- Management of electronic records
- Action planning to issues, challenges, problems
- Governmental bodies and records management
- Broad responsibility
- Records manager and responsibilities
- End Users – Request authority to access
- National Archives and Records Service
- Legal Framework to Records Management
- Information regulation, policies and procedures
- Records and information distribution control
- Keeping records in records Centres,

DAY 2

ELECTRONIC RECORDS RETRIEVAL SYSTEMS
DOCUMENTATION PRACTICE

- Decision making and problem solving
- Describe the connections between libraries, archives and records management;
- Archival Management and Documentation
- Plan and implement a program for records generation and control;
- Records retrieval and systems, and records retention scheduling and design;
- Evaluate the selection and use of records centers;
- Plan and implement records protection and vital records programs and corporate disaster plans;
- Plan and implement programs with consideration to general management concerns
- Understand the nature of electronic records
- Understand the impact automation has had on archival theory and documentation practice

DAY 3

RECORDS SYSTEM DESIGNS POLICIES AND ACTS

- Understand the nature of electronic records
- Develop a records management program to enhance the value of the organization's information and reduce risk and cost
- Develop document control methods to identify, secure, protect and retain critical information
- Apply regulations and standards to the management of information for compliance
- Identify risks associated with poor management of information to reduce penalties and cost
- Develop an information asset register to identify critical information within their organization
- Can records of personal information be retained indefinitely?
- Policies and Acts of Records keeping
- Multiple legislative requirements
- Document Management vs Records
- Transfer of Records to the National Archives
- Proper transfer to archives repositories
- Records management procedures
- Storage of electronic records and quotes
- Document filing and movement of files
- Document classification and storage
- Metadata and electronic management
- Steps in recordkeeping system design
- Principles of recordkeeping system design
- Records retention schedule and policy

SECRETARIAL MODULES COVERED IN THIS PROGRAMME

DAY 4

PROJECT MANAGEMENT FUNDAMENTALS

- Key project anageent terms and definitions
- Project life cycle, scope and process
- Project planning methods and start-up
- Developing Work Breakdown Structure [WBS]
- Identifying Key Performance Indicators [KPI]
- Project monitoring and reporting methods
- Types of leaderships in project management
- Project deliverables, objectives and schedule

BUSINESS WRITING SKILLS AND CAREER DEVELOPMENT

- Business Writing: writing for your audience
- Staying on track with professional development
- How to write a good report – from research skills
- Writing effective and outstanding minutes
- Self-leadership – a partnership for success

EXECUTIVES DEALING WITH STRESS AND DEPRESSION AT WORK-PLACE

- Handling Stress and Depression with work-load
- Dealing with very difficult bosses and leadership
- Dealing with abusive bosses hitting on you
- Stress and depression from home to work and over workload from bosses in the name of "*going an extra mile*"

BLENDING IN WITH THE EXECUTIVE TEAM

- Maintaning continuous professional development
- Exploring the Virtual Assistant role
- The skill-set of the world-class "Chief Executive Assistant"
- Blending in by improving your leverage in the organization
- Using LinkedIn to develop your personal brand
- Working with individual work styles
- Dealing assertively with executives without causing offence
- Managing multiple executives: prioritising demands on your time

MANAGING YOUR EXECUTIVE'S TIME AND THE TEAM

- Managing your executive's time: a case study
- Diary management: techniques for creating more time
- Applying emotional intelligence when resolving issues with the team
- Team building and working together

DAY 5

COMMUNICATION SKILLS AND HUMAN BEHAVIOUR ANALYSIS AT WORK PLACE

- Working with the 'other' gender and tolerance
- Working with people of the opposite sex
- Relational intelligence at work place
- Creating value in time management
- Creating a timeline event plan and meeting deadlines
- Improving your written communication skills and body language
- Practicals – office and public Presentation Skills
- Verbally presenting your ideas to management
- Dealing assertively with managers without causing offence

ANALYTICAL THINKING & PROBLEM SOLVING STRATEGIES

- Problem Solving techniques – Work conflict
- The rules of negotiation and analytical thinking
- Talking in terms of the other party's interests
- Practicing win-win negotiation

INCREASING YOUR MANAGERIAL POTENTIAL

- You and your personal brand
- Dealing with stress and work pressure
- How to identify tasks that add value to your role
- Strategies for maximising your performance review scores
- Climbing the ladder and how to market yourself in the meetings
- Handling backstabbing in the meetings by expressing progress and solutions
- Blending in by improving you leverage in the organization
- Managing multiple executives: prioritizing demands on your time
- Presenting your ideas to management and improving our leverage in the organization

This course on Records Management and Secretarial Services has been designed to help professionals build strong expertise as well as sustain their relevance in a very dynamic world especially focusing on Documentation Control. Globally, organizations are challenged by influx of diverse kinds of information; and most organizations struggle to recognize what information they have, why they need it, how long they need it for, and if it has any value. Furthermore, changes in law, often call for tighter controls on contract documentation, and lead to a need for enhanced management of human resource and contract records. The Course also lays a foundation to equip the administrators with necessary secretarial skills. In addition, electronic information is under threat from cyber-attack and personal information is at risk of exposure. As such, the development and implementation of a records management program that includes document control methods to identify, secure and protect critical information, is necessary for every organization. This course conveys practical methods for identifying and developing the systems of records management and document control that an organization needs.

REGISTRATION METHODS

Email the completed registration form to:
admin@leverainstitute.co.za

TERMS AND CONDITIONS

Please note: Payment must be received before or on the day the event takes place or a confirmed government order number. Le Vera reserves the right to refuse admission where evidence of payment cannot be shown.

CONFIRMATION OF BOOKING

Please note: If you have not received confirmation in writing, of your booking before the event, please contact us on finance@leveraistitute.co.za to confirm that we have received your registration.

IF YOU CANNOT ATTEND:

If you cannot attend the event - (the below options need to be received in writing before the event):

- You may send a substitute delegate in your place, please inform the Customer Care Department of the new name for registration purposes. No additional charges will be applicable: Contact us: +27 61 529 2291 / +27 74 210 9613
- You may transfer at no extra charge to another event, provided you do so in writing at least 10 working days before the event.
- You may cancel your registration, in writing within 10 working days before the event takes place. Cancellations inside of 10 days will be liable for the full fee.
- Unfortunately, NO refund or credit can be allowed to delegate who do not attend without giving prior notice.
- Registrations received during the 10 working days before the event date, will not be excluded from any terms & conditions In the event of unforeseen circumstances Le Vera reserves the right to change the programme content, the speakers, the venue or the date. You will be notified no less than 4 working days prior to an event. Should the event be postponed, you will have the option to attend the next available date of the relevant event or an alternative event of your choice. The registration fee will be credited to the delegate/organization.
- Discounted Delegate Package: Training Venue, Breakfast, Lunch, Refreshments, Corporate Gift, Course Notes, Manuals, Certificates, Parking

REGISTRATION PACKAGE

USD $1,725 PER DELEGATE

Registration fee include: Certification, Training Venue, Folders, Breakfast, Lunch, Late Refreshments, Parking, Study Material and Manuals

- FREE SHUTTLE –
TRANSPORT FROM THE AIRPORT AT ARRIVAL AND TO THE AIRPORT AFTER THE TRAINING

LE VERA INSTITUTE BANKING DETAILS

Account Name:	**Le Vera Institute PTY LTD**
Bank Name:	**FNB Bank**
Branch Name:	**Main Street**
Account No:	**62824528361**
Branch Code:	**250655**
Account Type:	**Business Current Account**
Swift Code:	**FIRNZAJJ**

BOOK AND SECURE YOUR TRAINING SESSION NOW BY CONTACTING US ON:
Tel: +27 61 529 2291 or +27 74 210 9613
Email: admin@leverainstitute.co.za