

OFFICE SA 2016

Who Should Attend?

Secretaries / PA'S

Co-ordinators

Executive Assistants

Receptionists / Frontline Staff

Office Administrators

Project Administrators

Customer Service Agents



Lagoon Beach, Cape Town 10 - 12 May 2016

Siyanqoba invites all Office Professionals to join us on our 17th Office SA Conference about the “Power of Connection”

These days when we hear the word “connect,” most of us think of electronic devices and wireless networks! And although technology has touched every aspect of life, making it easier, better and different, we seem to have forgotten the world of human connection. The symptoms of this disconnection are often seen in the workplace as burnout, absenteeism, abuse of sick leave and turnover.

One of the most powerful and least understood aspects of business is how an emotional connection between management, employers and customers provides a competitive advantage. Unless the people who are part of a business feel a sense of connection and belonging, they will not be able to reach their potential as individuals, nor will the organisation. This conference will focus on developing a powerful approach to customer services, leadership and team effectiveness.

The price includes bus transfers from Cape Town International Airport, accommodation, conference documentation, venue, meals, speakers and an Attendance Certificate.



SALES AND SUPPORT
0861 986 986
012 998 3668



10 May 2016

09:00 & 10:00 & 11:00

Buses to collect delegates from Cape Town International Airport

12:30 – 14:00

Registration, lunch and relaxation!

With direct access to the scenic Lagoon Beach Strand, take a leisurely walk on the beach or just relax by the pool!

14:00 – 15:00

Check-in at the Lagoon Beach Hotel

15:30 – 17:00

Ergonomics in the Workplace

Dale Kennedy, CEO Ergomax Holdings

An informative discussion regarding the enhancement of the relationship between human interaction and the working environment to enhance performance.

19:00 - 23:00

Welcome Dinner

Bright colours, leg warmers and big hair! With the ocean at your doorstep, join us at our 80's welcome party to mingle with other delegates and enjoy some time away from the demands of work life!

11 May 2016

07:00 – 08:30

Breakfast

09:00 – 09:30

MC's Opening Address

Robin Banks, International Mind Power Coach

09:30 – 10:30

SESSION 1

How to Talk so People Listen &

How to Listen so People Talk

Circle and Square, Leaders in Connection

Learn how to use the 3 circles of connection to create stronger client and staff relationships. Be exposed to the user friendly language of Transactional Analysis to identify, assess and interpret personality. Harness the power of the Egogram - a tool that can be used to understand yourselves, managers and colleagues more effectively.

10:30 – 11:00

Mid-morning refreshments

11:00 – 12:00

SESSION 2

The Missing Link

Circle and Square, Leaders in Connection

This is your opportunity to engage the balance between yourself and others to find a better understanding of communicating with others. With a focus on emotional intelligence, this will help you understand the gaps in communication and identify the different ways of interacting to improve your ability to connect with your managers and colleagues.

12:00 – 13:00

Lunch

13:00 – 14:00

SESSION 3

Egogram Workshop (Facilitated Session)

Circle and Square, Leaders in Connection

A facilitated interactive group session that entrenches the principles of communication and shows how we can practically apply the Egogram tool to increase our awareness and insights about ourselves and the impact of this on others!

14:00 – 14:30

Mid-Afternoon Refreshments

14:30 – 16:00

SESSION 4

Mastering People Dynamics

Robin Banks, International Mind Power Coach

A not-to-be-missed powerful presentation designed to give a greater understanding of yourself and how others may see you! At the end of this, you will be able to:

- Understand a model for managing relationships and personal development
- Know key strengths and development areas in relation to personal communication styles
- Identify dynamics between people
- Improve productivity through improved interpersonal relationships

16:00 – 16:15

Close of Day One

12 May 2016

07:00 – 08:30

Breakfast and Check out

09:00 – 10:00

MC's Opening Address

Robin Banks, International Mind Power Coach

10:00 – 11:00

SESSION 1

The Talking Cure: Advanced Connection

Circle and Square, Leaders in Connection

In the workplace, when we are often pushed for deadlines, the need to debrief about our challenges are often missed - leading to unintended consequences in business. This valuable knowledge about Debriefing creates awareness of the emotional dynamics that hinder productivity. Let us equip you with the skills to effectively manage your daily interactions.

11:00 – 11:30

Mid-morning Refreshments

11:30 – 12:30

SESSION 2

The Psychology of Disconnection

Circle and Square, Leaders in Connection

In the world of outcomes and profitability, we have forgotten the world of "being". The symptoms of this imbalance often negatively impact the working environment. This philosophy provides a lens into managing yourself into today's pressurised business climate through the use of a workable solution to "re-connect" in the workplace.

12:30 – 12:45

Close of Conference

12:45 – 14:00

Lunch

Buses will depart for Cape Town International Airport

Investment

R13 500 excl VAT

(single accommodation)

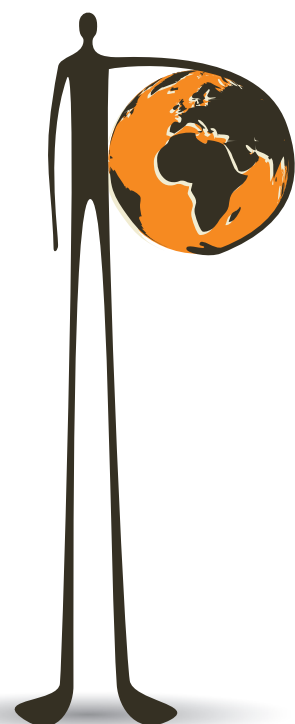
R12 500 excl VAT

(sharing accommodation)

Price includes accommodation at Lagoon Beach Hotel, all conferencing, meals and transfers to and from Cape Town International Airport.

CPS Credits Available

When you attend this conference, you are eligible for 12 continuing professional development (CPD) credits. Siyanqoba's educational programmes are acceptable for fulfilling CPD requirements set by The Association for Office Professionals of SA (OPSA).



Booking Form

Delegate and Conference Information

*Conference Name:

*Delegate Name & Surname:

*Single/Sharing:

*Position:

*Delegate Cell Number:

Delegate Work Number:

*Delegate Email:

Dietary Requirements (Please specify):

Company/Account Details

(please complete everything for billing)

*Trading Name of Client:

*Register Company Name:

*Client VAT Number:

*Company Registration Number:

*Accounts Contact Name:

Client Physical Address and Postal Code:

Client Postal Address and Postal Code:

Province/Country:

Accounts Contact Email:

Business Contact Name:

Tel Number of Client:

Business Contact Tel Number:

Fax Number of Client:

Business Contact Email:

Office Tools

(Please tick the correct box should you want to book with an optional office tool) this fee will be added to the training fee before VAT is added.

☐

Samsung Galaxy Tab A 9.7" R5 100

☐

Laptop R4 200

Bank Details

Account Name: Siyanqoba Seminars

Bank: Standard Bank

Branch Code: 012445 (Lynnwood Ridge)

Account Number: 012216755

Cancellations

No shows at the conference will still be liable for the full conference price. A substitute delegate is welcome at no extra cost.

You may cancel your registration, in writing, up to 10 working days before the conference, incurring a 20% cancellation fee or 20% transfer fee to the next conference.

Cancellations made inside of the 10 days will be liable for the full fee.

Unfortunately, no refund can be given to delegates who do not attend or cancel within 10 days of the conference.

Proof of payment is required prior to the conference and confirms the booking.

Confirmation

(Contact Siyanqoba if you do not receive communication – outlining participation details – one week prior to the event)

Send your Booking Form to:

cindy@siyanqoba.co.za

Tel No: (012) 998-3668

Signature

I hereby acknowledge that I understand and agree to the terms and conditions of my registration.