



LIVE SEMINAR

Succeeding as an Administrative Professional



THIS SEMINAR AT A GLANCE:

- Four pillars of self-esteem that ensure both self-respect and respect from others!
- Specific routines for smoothing-out the peak and slack periods, helping participants work most effectively.
- Two dynamic methods for remaining calm and collected even in the most stressful, pressured situations.
- A step-by-step framework to “take charge” and demonstrate initiative without seeming pushy or overbearing.
- A check-list for effective delegation — even if more apt to be the “delegate” than the “delegator”!
- Specific pointers for making decisions when the boss is absent.
- A fail-safe system for handling multiple projects and/or bosses!

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SEMINAR SUMMARY



Because assistants frequently struggle to gain the respect for the work they do, we created a seminar just for them

Assistants, who want to be exceptional, need to be able to meet the demands of their job with confidence, judgment, and professional acumen. In this fast-paced and dynamic one-day seminar, participants will learn specific techniques to:

- Prioritize (their work and their boss's)
- Solve problems
- Manage time, resources, and crises
- Delegate
- Make decisions
- Work effectively within the social and political framework of your organization to achieve success.

Who will benefit:

All assistants, no matter what their title, who want to upgrade their skills from ordinary to extraordinary. This seminar will help executive assistants, administrative assistants, clerical assistants — anyone whose primary job is to support another professional!

How we present this material:

Your certified trainer will plan activities to allow each person to fully explore and understand the concepts of this exciting day of training!

As a result of this training:

Participants will build up their self-esteem by increasing their value to their boss and their organization! They will have more energy and feel less stressed. They will manage time, people, and resources effectively, thereby earning the respect they deserve and want. They will be exceptional assistants!

PROGRAM AGENDA

Your Job vs. Your Career

- Five signs that you're just "doing a job" — with five powerful steps that will help you move toward a rewarding career.
- Six simple actions that move your job toward more challenging and responsible activities.
- Four insightful questions you can ask yourself to put your career and goals into focus — and better understand what you want from your job.

Assertiveness & Responsibility

- Nine key duties you can execute that make you indispensable to your bosses and your organization.
- How to take the initiative and make decisions — you'll lessen the burden on your boss and assume more responsibility.
- When your boss is gone or unavailable — what you can do to make things run smoothly and efficiently.

Balancing Priorities

- Discover the one key to working smarter, not harder, and get more done every single day.
- Four ways to set priorities — you'll learn which is the best approach for any situation
- How to say "no" or refuse a request — without sounding negative or feeling guilty.

Problem-Solving Skills

- Master a seven-step process that deals effectively with any problem — big or small.
- How to present your problem-solving ideas to your boss — and earn respect and credibility in the process.
- Use the six essential steps to implement the solution to a problem — you'll increase cooperation and assure success.

Ask for What You Need

- Six things you should never say when making requests and solving problems.
- Use an eight-point script to ask for — and get — what you need to do your job better.

Persuasiveness & Influence

- Three ways to get someone to act on your request by demonstrating the benefits to them.
- How to develop a simple plan before asking for action — and increase your chances for on-the-spot agreement

Crisis Management

- How to anticipate an approaching crisis — and avoid it before it erupts.
- Eight easy-to-understand steps that produce a realistic action plan for projects and priorities.
- How to estimate the time a project will require and eliminate crises caused by time overruns.

Effective Delegation

- You, too, can delegate — even if you don't have authority over other employees.
- "I can do it better and faster myself." How to overcome the #1 barrier to effective delegation.

Workplace Communication

- Security Rules: Need-to-know procedures for preserving confidential information.
- Use three intelligent telephone tips to shave minutes off every call without being abrupt or blunt.
- Techniques for writing clear, concise emails that get response.



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