



LIVE SEMINAR

Management Skills for Secretaries, Support Staff and Administrative Assistants



THIS SEMINAR AT A GLANCE:

- Learn how to avoid the political traps and pitfalls in their organization
- How to effectively communicate their opinions and ideas to managers above them
- Used tested techniques for smooth interactions with everyone — even the difficult ones
- Use a total system for managing an unmanageable workload
- Overcome resistance and apathy in others, and earn their trust, support and confidence
- A two-pronged strategy for working with a too-busy boss
- Clever techniques to manage change, instead of letting change manage them

Who will benefit:

Your secretaries, administrative assistants, and other support professionals who want to learn the techniques only managers have been taught — to motivate, manage people and projects, and negotiate — to succeed in their positions, not merely survive.



Learn to make decisions with confidence and manage people, projects and time effectively

Do your support professionals frequently act as managers of teams, projects or departments? Are they struggling to make decisions — manage projects — manage people— without having learned the skills they need?

If so, this is their seminar in it we address the very real problems “exceptional assistants” face when they need [but don’t have] the skills of a manager to survive and thrive in today’s fast- paced business environment.

In this exciting one-day seminar, they’ll learn how to:

- Manage work of others, even if they’re not in a position of authority
- Watch problems dissolve and roadblocks fall away through use of time-tested management skills
- Overcome the inevitable conflicts that get in the way of getting things done
- Find out how to lead people — and win their ongoing respect and support

As a result of this training:

Your support professionals will gain the skills and confidence to make decisions, solve problems, smoothly and professionally, even when their bosses are not in the office. They’ll feel assured of their skills in both people and project management.

PROGRAM AGENDA

The Assistant as Manager

- Why your role is changing and why more is expected from you
- Assessing your readiness for added responsibility
- How to devise a short and long-term strategy with your manager to take more responsibility

Planning & Scheduling

- How to stay one step ahead—you’ll get things done before you’re asked and avoid stressful crisis situations
- Too busy to prepare plans? Learn how more planning reaps huge time savings
- 10 essential items in every good plan

Negotiating

- How to identify negotiating situations
- Eight different types of power — you have much more than you may think
- What win/win negotiating really means and how to achieve it consistently

Managing Change

- Three important reasons why flexibility and willingness to change are imperative in today’s world
- Smart measures that help you get things done in the face of shifting priorities
- Restructuring and organizational change: Six steps to a smooth transition

Managing, Motivating & Leading People

- How to lead when you’re not in a position of authority
- Learn the critical difference between leading and pushing

Presentation and Communication Skills: Getting Your Point Across

- Double your writing effectiveness in 15 minutes—top tips for clarity
- Discover eight specific actions that help you contribute more in meetings

Office Politics and Difficult People

- Ten problem personality types—how to deal with sneaks, goof-offs, power monsters, gossips and more
- How to handle criticism gracefully (and even benefit from it)

Project Management Basics

- Two easy-to-use charting techniques that fully illuminate a project start to finish
- Staying on budget: the ABCs of finance and cost control

Decision-Making & Problem-Solving

- Should you “take initiative?” When to bring a decision to your boss and when to handle it yourself

Your Career & Professional Presentation

- Are you “promotable?” Ten questions to help you assess your long-term career path
- Assertive, confident, capable: How to project this image in any situation



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