



The Indispensable Administrative Professional



WHO SHOULD ATTEND?

*Secretaries, Receptionists, Office Managers,
Administrative Assistants, Executive Assistants,
Front Desk Professionals of all types.*

More and more, administrative professionals are being given managerial duties and responsibilities. Keeping the boss or office organized, on time, and on track is often a challenge. By the end of this program, participants will understand (in addition to good technical skills) what it takes to be a first-rate administrative professional. Often times you are called upon to communicate, plan, organize, negotiate and participate in the decision-making process for your boss or office. This course is especially designed for administrative professionals to master techniques for goal setting, prioritizing, planning, decision-making, relationship building and listening. The Indispensable Administrative Assistant – keeping those around you organized, on time, and on track, is the ideal program for those needing to improve their administrative professional skills or for those looking for that extra business edge. When it comes to being a vital part of the office team, you'll have the skills for the job.

WHAT YOU WILL TAKE AWAY

- ★ Understand the barriers to listening and how to overcome them
- ★ Rephrase blunt messages such as “I’m busy” for better communication
- ★ Apply techniques for dealing with angry, upset or difficult people
- ★ Learn how to anticipate your boss’s needs
- ★ Gain the respect of your boss and be taken seriously
- ★ Get what you need from others to accomplish your job and achieve your boss’s goals
- ★ Confidently represent your boss and your organization
- ★ Be seen by your boss and others as a valuable resource
- ★ Develop a trusting relationship with your boss
- ★ Partner with multiple bosses and other office professionals
- ★ Effectively use time and get more things done in a day

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