

# The Outstanding Administrative Assistant

## Course outline

Provided by: Performance Management Consultants – PMC Training



**Reference no.** 260-16

**Duration** 2.00 day(s) | 12:00 hours <sup>1</sup>

**Website link** <https://pmctraining.com/training/the-outstanding-administrative-assistant/>

### ***Management Skills Vital to Today's Office***

In today's workplace, the administrative support position is the nerve centre of business, industry and government at all levels. Called upon to increase the effectiveness of the office environment, the administrative assistant needs to manage strategies, public relations, resources, time, stress, difficult people conflict and crisis situations calmly, effectively and professionally. This workshop provides management skills vital to today's support position.

This energetic, fun and fast-paced course will show you how to achieve respect as an indispensable member of your office team. In a comfortable and controlled learning environment, you will explore and expand upon techniques and methods, and learn the critical skills required to get the work done on time, keep the office running at peak efficiency, and balance work and personal life.

### **Learning outcomes**

#### **At the end of this workshop, you will be able to:**

- Project professional credibility, authority and presence
- Communicate compellingly and have the intended impact
- Plan, organize and control your workload and priorities
- Build the power needed to get the job done
- Maintain key relationships to access information and support
- Analyze situations, make decisions and solve problems calmly
- Improve the working life of your team
- Raise your performance from activity level to leadership

### **Workshop topics**

#### **Attitude: Yours and Everyone Else's**

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<sup>1</sup> The course hours reflect teaching time that often correlate with continuing education credits (CEC) or professional development units (PDU). Please check with your profession's governing body, as there is no universal approach.

- Four steps to a positive attitude
- How to deal effectively with negativity in the workplace

### **Role and Functions of the Administrative Assistant**

- The essential functions we do to fulfill the job
- Four key concepts that govern our work

### **Your Leadership Role in the Team**

- What is meant by “support the team”
- Your leadership and motivating role in the administrative context
- Your personal leadership style
- Determining your manager’s style
- Mastering the multiple-boss challenge
- Key actions to take in contributing to your boss’s and team’s success
- The components of a successful team

### **Planning, Prioritizing and Organizing Skills**

- Setting specific, measurable objectives that work
- Best techniques for prioritizing and managing shifting priorities
- Becoming better organized and helping others do so

### **Communication Skills**

- Asking effective questions
- Listening actively for meaning
- Expressing ourselves assertively, including a three-part model
- Saying “No” without straining relationships
- Keeping our clients (including managers) in the loop
- Presenting requests to ensure acceptance and action

### **Managing Time, Workload and Stress**

- High and low payoff time investment
- Experience-based techniques for effective time management
- How to write and use a proper daily To Do list
- Prioritizing revisited
- Tools and techniques for managing ongoing heavy workloads
- What stress and stressors are, and early indicators of stress level
- Preventive and prescriptive stress management strategies

- AI at work - what is it and when/how to use it

## **The Seven Pillars of the Professional Administrator's Job**

### **Advanced Skills for the Administrative Assistant**

- Preparing and managing meetings and conferences
- Researching and composing effective reports
- Making compelling presentations
- Managing a budget and monitoring variances
- Developing flexible systems that work
- Helping design and track multiple projects
- Analyzing situations to make decisions and solve problems

### **Managing Conflict**

- Defining and recognizing conflict
- Five key actions to help resolve conflict
- Your personal conflict management style

### **The Context We Work In**

- How organizational culture and work climate influence choices
- Organizing your workspace and mastering technology
- Organizational expectations about dress codes and appearance

### **Dealing with Difficult People**

- Our manager as our client
- Identifying and adapting to different personality types
- Strategies for six types of difficult people

### **Personal Action Plan**

### **Evaluation and Closure**

#### **Prerequisites**

There are no prerequisites for this course.

#### **Who should attend this course?**

Anyone in an administrative, secretarial or support staff role.

