



Techniques of the Great Administrative Professionals

Overview

Elevate's Techniques of the Great Administrative Professionals will provide participants the skills to handle any crisis, customer or task, juggle a hectic work load, make a good impression on your supervisor, those you work with, and become an invaluable part of the machinery in your workplace.

Learning Objectives

- Learn and practice goal setting and its benefits
- Discover how to prioritize
- Learn how to streamline your responsibilities for better efficiency
- Find ways to work smarter, not harder
- Be able to make better and quicker decisions

Course Agenda (one day)

Module 1: Personal Priorities

- BEST Goals (Believable, Energizing, Specific, Timed)
- Set Your Goals

Module 2: Work Smarter

- What are your big rocks?
- The Pareto Principle--80/20 Rule
- Tips for Working Smarter
- Correspondence shortcuts
- Do Not File
- Use the Parts of Your Day That Are Normally Unproductive
- Handling Interruptions by Co-workers and Supervisors
- The One Minute Decision Making Method
- Stress Management Strategies
- Avoiding the Last Minute Crisis

Module 3: How to be Your Own Personal Power

- Your Personal Power
- Be Assertive
- Five Step Strategy for Managing Demands When "No" is Not an Option
- Negotiation Strategies

- Letting Your Supervisor Know About Conflicting Priorities
- Time Management Tips

Materials

- Participant workbook
- Presenter slides and outlines
- Case Studies and Media as appropriate
- Role play scenarios
- Post training assessment

Room Requirements

- Internet access for presenter
- Screen
- Projector (if not ceiling mounted then a table or cart will need to be provided)
- Training room must be able to comfortably accommodate the number of participants plus room to move around for various activities)
- Rounds or pods, small table for presenter's materials, chairs for all participants
- One Flip chart and easel for each round table (for small group work) and markers

Additional Requirements

- Elevate will choose training facilitators whose background and expertise will support the subject matter
- Instructors will use a variety of instructional methods including lecture, group projects, discussion, and role play
- Participants are expected to be actively engaged in the learning process