



Leadership Skills for Administrative Professionals

Overview

Elevate Leadership Skills for Administrative Professionals will help administrative assistants in their everyday performance in an office environment. Participants will identify productivity pay-offs and priorities, and build better relationships with their peers as well as those to whom they report. Participants will develop strategies to handle any crisis, customer or task, juggle a hectic workload, effective time management, deal with difficult people, and negotiate with vendors. Additionally, participants will learn how to identify opportunities for delegation within their scope of authority.

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
- Develop strategies for dealing with difficult people and situations
- Understand the benefits of good negotiating skills
- Have an increased ability to negotiate more effectively
- Clearly identify how delegation fits into your job and how it can make you more successful
- Identify opportunities within the scope of your authority for delegating effectively to others
- Discover ways to enhance your professional image

Course Agenda (one day)

Module 1: Personal Priorities

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

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
- Delegation Techniques

Module 3: How to be Your Own Personal Power

- Your Personal Power
- Be Assertive
- Dealing with Difficult People Effectively
- Five Step Strategy for Managing Demands When "No" is Not an Option
- Negotiation Strategies When Dealing With Vendors
- 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 and goals of the client
- 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