

Administrative Professional Accelerated Certificate Program

Being an Administrative Professional is more than a job. It's a profession — one that literally does it all. Reports say that 90% of administrative or executive assistants “routinely handle tasks outside their job descriptions.”

So how do admins like you prepare for *anything that comes your way*? And what's the best way to find success on the job? Being well-spoken, organized, and resourceful in everything you do will drive your career forward. You can master these skills when you enroll in this accelerated certificate program.

Brought to you by SkillPath in partnership with Graceland University, this ALL-NEW virtual certificate program is a series of 3 LIVE, online, instructor-led sessions that provide you with the essentials you need to grow your administrative skills at an accelerated pace.

Engaged, active learning: Dynamic half-day sessions deliver lively, interactive training daily. Log into sessions from any device and you'll still have time left in your day to put what you've learned into practice. Then if you'd like, you can report back to your instructor and fellow participants the next day to share your experiences and ask any questions you might have. This unique, *feedback-enabled* format helps to reinforce learning and strengthen your retention of vital concepts — *so they stick*.

Earn a Professional Certificate: After 3 days of intensive learning, you'll have the enhanced skills, knowledge and insights you need to be more successful in your administrative role. Complete the summative evaluation and receive a signed Certificate of Completion, along with a digital eBadge to display your new skills and competencies.

NOTE: To protect the integrity of this virtual certificate program, participants must attend this training with cameras on for the duration of the event. Please contact customer care prior to the event with any questions or concerns — customercare@skillpath.com or 1-800-873-7545.

May be eligible for your company's tuition reimbursement program. Check with your employer.

Day 1

Achieving Excellence in Your Ever-Changing Role

- Adopting new skills to keep up with an evolving workplace
- Building a resilient mindset so you can easily adapt to change
- Demonstrating personal accountability to earn the trust of others
- Gaining respect and creating stronger relationships
- Responding to the demands of multiple bosses
- Getting what you need with spot-on assertiveness

Day 2

Communicating Effectively in Every Situation

- Acting as the voice of your supervisor or organization
- Giving and receiving feedback for better outcomes
- Listening with intention to learn and understand
- Minimizing misunderstandings with crystal-clear messaging
- Facing conflict and difficult conversations head on

Day 3

Managing Time and Tasks to Maximize Your Productivity

- Handling stress and controlling its triggers
- Delegating tasks effectively and giving credit where due
- Successfully managing projects and events of every size
- Planning meetings, running them and taking useful minutes
- Improving your self-management skills



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