

# The Extraordinary Administrative Assistant

Once primarily responsible for correspondence and routine clerical tasks, administrative assistants have seen their roles expand in recent years, bringing new expectations and opportunities. New responsibilities often include managing projects and collaborating with other departments.

This course will delve into the purpose of professionalism and discuss skills needed to cultivate meaningful professional relationships, which can be fostered into mutually beneficial, long-term business partnerships. You'll also explore strategies to help leverage your expertise and unique organizational perspective to initiate meaningful change.

## Module 1

### Projecting a Professional Presence

In this module, you'll consider the characteristics of professionalism to enhance your presence and develop your brand.

- ✔ Discuss the characteristics of administrative assistants that contribute to a positive professional presence
- ✔ Recognize key competencies of communicating a professional brand
- ✔ Describe the traits and behaviors that exhibit professionalism

## Module 2

### Cultivating Working Relationships

Workplace relationships affect job satisfaction. You'll investigate strategies for creating and maintaining meaningful professional connections in this module.

- ✔ Identify the importance of strong personal relationships and how emotional intelligence can influence those relationships
- ✔ Discuss the characteristics of a productive partnership with a boss
- ✔ Recognize how to move forward after conflict

## Module 3

### Establishing Successful Partnerships

In this module, you'll learn to recognize the functions of collaboration and accountability in forming productive business partnerships.

- ✔ Define the role of professional partnerships
- ✔ Discuss tips to form strong connections with business contacts
- ✔ Describe the impact of finding purpose and being accountable

## Module 4

### Obtaining an Operations Approach

An important session: Identify your position in the organization and your sphere of influence to enhance your leadership position.

- ✔ Recognize the sphere of influence and effect of the administrative assistant on the organization
- ✔ Explain how to utilize an organizational chart to determine the impact of decisions
- ✔ Describe the roles of influence and persuasion in leading without authority

## Module 5

## Utilizing Organizational Tools

Unwieldy tasks and distractions can affect productivity. This module uncovers strategies to protect your workflow.

- ✓ Describe the process of estimating tasks, finding resources and time boxing
- ✓ Discuss tools that you use to increase productivity and limit interruptions
- ✓ Describe a prioritization system to gain control of the workday

### Module 6

## Communicating Expertise

This module guides you to acknowledge your unique organizational perspective and expertise to convey confidence and propose purposeful change.

- ✓ Discuss the unique perspective of administrative assistants and how that can benefit the workflow of the organization
- ✓ Identify the value in building confidence and taking charge
- ✓ Recognize the essential steps to communicate ideas for change

