

The Extraordinary Administrative Professional

It can take years of trial and error to learn all the professional skills you need to be the best of the best—to become a truly extraordinary assistant. Fortunately, there's a better — and easier — way!

This course is packed with amazing success-building techniques and strategies. And, because we respect your time, we've managed to pack all this into a few incredible hours of learning! Without a doubt, it's the easiest, most effective way to supercharge your productivity, decrease your stress and dramatically increase your value to your boss and your organization.

Better results? Less stress? More appreciation? Does that sound good to you? It should. Most assistants tell us that they don't always get the full recognition, support and appreciation they deserve for all they do. Well, this is your chance to build essential skills that are guaranteed to help others recognize how truly indispensable you are!

Session 1

Relationship Skills

- Break down the 4 personality styles and how to work with each
- Learn proven strategies for dealing with toxic and exhausting people
- Build strong working relationships across departments and throughout the organization
- Recognize your boss's management style — and adapt to it
- Diplomatically and tactfully bring sensitive issues to your boss's attention
- Step it up: How to take unnecessary pressure off your boss
- Demonstrate that you're ready to do more — and get your boss's buy-in
- Multiple bosses? Learn tips for managing competing tasks and mixed messages when you're caught in the middle

Session 2

Superior Soft Skills

- Understand your body language — and what you say when you're not speaking
- Practice active listening: the most important communication technique you could ever learn
- Develop your written communication with step-by-step guidelines and tips
- Save time and energy by using style guides and templates to get more accomplished, faster
- Use simple email tips for making sure your messages are accurate, clear and effective
- Apply effective, easy-to-use problem-solving techniques to any situation
- Project confidence and professionalism no matter how stressed you feel
- Negotiate better terms with vendors and suppliers — try these sample scripts and responses

Session 3

Organization and Time Management Skills

- Discover organization tips for your desk, your files, your documents — so you can find it all in a flash
- Assess your own time management style
- Find your daily peak productivity times — and learn how to take advantage of them

- Learn how to really assess how long a project will take
- Identify your biggest time-wasters...and eliminate them forever!
- Information overload: How to handle a high volume of telephone calls, mail and messages
- Don't feel guilty: Know when — and how — to set boundaries on your time—and ask for help when you need more resources

Plus...

- Minimize stress in your life
- Debunk the myths of delegation
- Plan meetings and corporate events that go off without a hitch
- Compare and contrast the verbal and nonverbal components of communication



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