

## Administrative Skills

### Administrative Support Course Outline:

#### Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

#### Module Two: Getting Organized, Part One

- Dealing with E-Mail
- Managing Electronic Files
- Keeping Track of the Paper Trail
- Making the Most of Voice Mail

#### Module Three: Getting Organized, Part Two

- Keeping Your Workspace Organized
- Using a To-Do Book
- The Extra Mile: Adding Project Management Techniques to Your Toolbox

#### Module Four: Managing Time

- Managing Your Time
- Keeping Others on Track
- Maintaining Schedules

#### Module Five: Getting It All Done On Time

- Prioritizing
- The Secret to Staying on Track
- Goal Setting

#### Module Six: Special Tasks

- Planning Small Meetings
- Planning Large Meetings
- Organizing Travel

#### Module Seven: Verbal Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

#### Module Eight: Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It

#### Module Nine: Empowering Yourself

- Being Assertive
- Resolving Conflict
- Building Consensus
- Making Decisions

#### Module Ten: The Team of Two

- Working with Your Manager
- Influencing Skills
- What to Do in Sticky Situations

#### Module Eleven: Taking Care of Yourself

- Ergonomics
- Stress Management
- Dealing with a Heavy Workload

#### Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations