LIVE SEMINAR

The Conference for Administrative Assistants

A 2-Day Conference

THIS SEMINAR AT A GLANCE:

Who will benefit:

This seminar is for all support people in your organization, regardless of level, department or tenure. It has been written and developed especially for:

- Administrative Assistants
- Secretaries/Receptionists
- Executive Secretaries
- Executive Assistants
- Office Managers
- Department Secretaries

Key Learning Points:

- Business writing strategies
- Effective interpersonal communication
- Time management for the busy support professional
- Conflict resolution
- Problem-solving and decision-making
- Creative ways to juggle multiple priorities

PRYOR Learning

The Conference for Administrative Assistants

SEMINAR SUMMARY

Summary

You've trained your management team, accounting staff, human resources department and salespeople. What about the people who keep your office running day to day?

Today's administrative staff members shoulder far more responsibility than their titles suggest. In fact, many support professionals would greatly benefit from the skills and knowledge more typically thought of as management tools.

Now you can give your organization's support professionals an edge. In this conference, they will learn skills and techniques for not only running the office, but propelling it to new levels of efficiency.

Participants will learn how to:

- Perform at top level in a highly demanding, ever-changing job
- Communicate for success in the workplace
- Take control with time- and stress-management techniques
- Develop their careers by becoming empowered problem solver.

How we present this material:

To minimize work disruption, we will present this exciting program at your site. The training will be tailored to the specific needs of your organization. The conference format provides you with three options:

Option 1: Full conference delivered in one day with two seminar leaders teaching the tracks simultaneously

Option 2: Full conference delivered over two days with the same or different seminar leaders

Option 3: One track delivered on one day

As a Result of this Training:
Your administrative personnel will be able to:

- Be fair and professional as they juggle multiple tasks, multiple bosses and conflicting responsibilities.
- Write better business communications — the kind of clear, compelling writing that gets read, acted on and remembered!
- Refresh, revive and recharge themselves — and go back to work with fresh ideas and a renewed attitude!

PROGRAM AGENDA

Track One:
Taking Control ofYour Job and Your Life

Session 1:
Communicating with Confidence and Clarity: Review the basics of good communication and learn how to apply these powerful principles on an everyday basis, in every professional situation. Professional tips from the greatest communicators: Put them to work for yourself!

Session 2:
Managing Multiple Priorities: What to Do When Everything's Important: Sort through all the priorities you're juggling and put them into a perspective that's manageable and workable. Creative ways to get others to help you: Rally the support you need at work — at home — anywhere.

Session 3:
High-Impact Business Writing: Put Anything into Words with More Clarity and Style: Learn how to get results from everything you write and make the kind of "written impression" that enhances everyone's image — yours, your boss's and your organizations.

Session 4:
Staying Organized, Focused and In Control: In your role, you're expected to function as "command central" in your office — keeping track of information and people no matter how hectic things get. This dynamic session will show you dozens of tricks to do it better, in the many situations you deal with — all without missing a beat.

Track Two:
Career and Professional Development

Session 1:
Effectively Working with Others: "People" Skills that build Trust and Influence: It's the "secret ingredient" in the most successful careers — the ability to communicate one-on-one, with virtually anyone, at any level. Increase your ability to work more productively with every person you encounter in your job.

Session 2:
Practical Problem-Solving and Decision-Making: Make the "Right Call" Consistently and Competently: Learn strategies for resolving problems (big or small) with ease and confidence. Gain the trust and respect of your boss and coworkers as a professional who can handle tough situations and make sound decisions.

Session 3:
Dealing with Difficult People: How to Take on the Toughest Types: Virtually no workplace is safe from those frustrating and demanding people who make it difficult for you to do your job. Whether it's a boss, a colleague or someone outside your organization, you'll discover how to react with skill, composure and confidence.

Session 4:
Managing Time and Multiple Tasks: Managing with Limited Time Resources: Harness the power of proven time-management techniques — ideas that will cut the waste from your day, free up time to accomplish more and help you feel more organize.

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Registration Information

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Email: customerservice@pryor.com

Additional information can be found in our FAQs:
https://www.pryor.com/faq/

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