

Platinum Series for Administrative Professionals™



Series Description

The Platinum Series™ is a set of top-tier courses specially geared for contemporary administrative professionals and the challenges they face in the workplace. Participants will be issued a certificate of completion that complies with the documentation requirements for CAP® and CPS® recertification. Courses are available on demand and are occasionally offered on an open-enrollment basis. The courses are also available on a semi-private basis at our facility for up to 3 participants. There are nine courses in the series.

Courses in the series ...

- Analytical Skills for Administrative Professionals
- Practical Project Management for Administrative Professionals
- Multitasking Skills and Tools for Administrative Professionals
- Tact and Diplomacy Skills for Administrative Professionals
- Negotiating and Persuasion Skills for Administrative Professionals
- Writing and Editing Skills for Administrative Professionals
- Conducting Internal Surveys and Needs Analyses
- Delivering Presentations to Co-Workers and Managers
- Excel for Right-Brain Thinkers

Course Descriptions

Analytical Skills for Administrative Professionals

This 2-day course builds skills in three areas: 1) detecting and preventing potential problems - making others aware of problems before they escalate or spiral out of control; 2) making real-time decisions by rapidly assessing the facts and assumptions; and 3) identifying logical errors, false conclusions, and unsubstantiated assertions. You will also learn how to use MS Excel to analyze data and create compelling charts and graphs. A customized 1-day version of this course is also available.

Practical Project Management for Administrative Professionals

In this 2-day course you will learn how to use a 10-step framework to plan and organize projects that are of the scope and variety that administrative professionals typically encounter. You will also learn how to use certain tools in the project manager's "toolkit" to assist in executing projects, tracking progress, and dealing with the difficult "human challenges" that are known to accompany high-pressure, high-profile project. A customized 1-day version of this course is also available.

Course Descriptions

Tact and Diplomacy Skills for Administrative Professionals

Administrative professionals are required to be masters at communicating their thoughts and ideas. They must be adept at asking questions, presenting facts, expressing opinions, and getting their point across in delicate situations ... without coming across as abrasive or insensitive. This 1-day course emphasizes practical skills in dealing with these very difficult challenges. Scenarios and exercises are used throughout the course to reinforce the skills.

Negotiating and Persuasion Skills for Administrative Professionals

Whether negotiating with superiors, customers, peers, or vendors, administrative professionals encounter negotiating "opportunities" every day. In this 1-day course you will learn practical skills for negotiating with peers and associates in situations involving task assignments, priorities, resource utilization, and other matters that are internal to the organization. You will also acquire skills in negotiating with vendors and suppliers for issues involving costs, features, terms, and conditions.

Course Descriptions

Writing and Editing Skills for Administrative Professionals

Whether writing a memorandum, e-mail message, or department manual, it is important to apply certain principles to ensure the information you wish to convey is communicated clearly, accurately, and succinctly. In this 1-day course you will learn skills for enhancing your writing ability. You will learn how to frame your message to get the reader's attention and evoke a response when needed. You will also learn how review and tactfully recommend changes to documents that have been prepared by others.

Conducting Internal Surveys and Needs Analyses

This 2-day course is designed for administrative professionals who are called upon to conduct internal surveys to collect data in support of organizational decisions and initiatives. Surveys may be used to assess training needs, the effectiveness of internal communications, or employee attitudes toward a recent policy change ... to name a few. Participants will learn how to design a valid survey instrument, administer the survey, use incentives to increase the response rate, compile the data, and create a report of the results.

Course Descriptions

Multitasking Skills and Tools for Administrative Professionals

This 1-day course is designed to deal with the challenges that virtually every administrative professional faces: How to juggle multiple tasks while supporting multiple internal customers—each of whom feels that his or her projects and tasks should take top priority. In this course you will learn practical skills in managing multiple tasks and dealing with competing and concurrent demands for your time, energy, and attention from multiple sources.

Delivering Presentations to Co-Workers and Managers

As the responsibilities of administrative professionals have expanded many are now asked to deliver presentations to their peers and managers. For example, they may be called upon to brief co-workers on the use of a new office system, or they may be asked to deliver a summary presentation to managers on the results of a recent internal survey. In this 1-day course, participants will learn how to analyze the information needs of the audience and then prepare and deliver a compelling presentation with confidence.

Course Descriptions

Excel for Right-Brain Thinkers

This 1-day course is for individuals needing a basic knowledge of Excel and who might also describe themselves as "right-brain" thinkers ... non-analytic types who learn best by starting with the "big picture" rather than memorizing an array of commands and functions. The course uses an innovative approach based on examining actual worksheets and then giving the participants ample opportunity on their own to produce modified versions of the examples. This engaging "side door" approach enhances both comprehension and retention.

To inquire about an on-site or customized workshop,
call us at (972) 596-2956 or
send an e-mail message to: info@r2assoc.com

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- Leading Accelerated Projects
- Gleaning Facts From Figures
- SPC Workshop for Users
- Quantitative Tools for Project Managers
- Analytical Skills for Admin. Professionals

See descriptions at
www.R2assoc.com/Trainp.htm

