

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

## AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that—our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?  
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

**Need help?** Contact 1-877-566-9441 or visit [www.amanet.org/2294](http://www.amanet.org/2294)

# Management Skills for Administrative Professionals

## Enhance your performance with management and leadership capabilities.

Your immediate takeaway

- Effectively manage changing responsibilities
- Communicate and negotiate with confidence
- Apply management and leadership skills to achieve continuous improvement

The support you provide as an administrative professional is vital to your organization's ability to achieve its goals and objectives. Today, most senior **managers expect you to have leadership and management skills** in order to set your own administrative priorities. In addition, you must have skills to manage all contacts, create, store and retrieve documents, plus a broad variety of other administrative skills. To do all of this successfully, **you need to have strategic insight and be able to innovate** better processes. At the same time, you must be tactical, process-oriented, and driven toward continuous improvement. This comprehensive seminar gives you a wide range of skills to help you handle any work challenge with greater confidence and effectiveness. Leave with an action plan of best practices to apply immediately on the job.

## How You Will Benefit

- Manage changing roles and responsibilities whether working with bosses, peers, team members or customers
- Meet dynamic work expectations by expanding your proactive capabilities
- Clearly and confidently communicate and negotiate to manage conflicts and achieve results
- Apply emotional intelligence and effective listening practices to your job
- Use strategic diplomacy to handle office politics, difficult people and demanding situations

## What You Will Cover

- Applying skills and strategies to manage personal and professional change dynamics
- Bringing about change even when faced with resistance
- Applying a systematic approach to plan and engage others in the change process
- Managing roles, responsibilities, and authority to meet goals

- Identifying and supporting differing work style preferences using new skills and best practices
- Recognizing and proactively using critical thinking to support achievement of team-based goals
- Applying a spectrum of priority setting and time management strategies to proactively accomplish skills
- Incorporating emotional intelligence and effective listening to prepare to be an effective colleague, partner and leader
- Applying assertive communication using verbal and nonverbal behaviors
- Exhibiting confidence and influence using tested presentation models
- Analyzing conflict, office politics, and interactions with difficult people
- Defining the sources of conflict in the workplace
- Negotiating to empower yourself and others to achieve goals

## Who Should Attend

Experienced administrative professionals, including executive secretaries, administrative assistants, secretaries or other members of the administrative support staff who need to expand their management skills so they can better support their organization and enhance their careers.

## Special Feature

AMA Blended Learning combines instructor-led training with online pre- and post-seminar assessments, tune-up courses and other resources to maximize your training goals. Through a blend of proven instructor-led seminars and powerful online technology, AMA Blended Learning provides a compelling and more comprehensive experience for the learner—producing a greater return-on-investment for the employer and the seminar participant.

## Schedule

- [3] days - \$1,895 Non Members
- [3] days - \$1,695 AMA Members
- [3] days - \$1,605 GSA

## Credits

1.8 CEU

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