

MANAGEMENT SKILLS FOR ADMINISTRATIVE PROFESSIONALS

The importance of management skills for administrative professionals goes beyond heightened professional growth and career development.

Seminar #2294

Overview

Whether you're an administrative assistant, secretary, executive secretary or another member of the administrative support staff, Management Skills for Administrative Professionals is the course for you! Bring your current challenges and brainstorm with colleagues and your course leader to solve your most pressing problems. Leave with a concrete action plan!

Schedule

- [3] days

- [3] days - \$1,895 Non Members
- [3] days - \$1,695 AMA Members
- [3] days - \$1,451 GSA

Credits

1.8 CEU

Schedule

We have 14 scheduled sessions located nationwide starting between 6/4/2012 - 2/13/2013

| Date | Location | Duration |
|-----------------------------|-----------------------------|----------|
| Jun 4, 2012 - Jun 6, 2012 | Atlanta, GA | 3 Days |
| Jun 13, 2012 - Jun 15, 2012 | New York, NY | 3 Days |
| Jun 18, 2012 - Jun 20, 2012 | Las Vegas, NV | 3 Days |
| Jul 16, 2012 - Jul 18, 2012 | Boston, MA | 3 Days |
| Aug 1, 2012 - Aug 3, 2012 | Arlington/Washington DC, DC | 3 Days |
| Aug 15, 2012 - Aug 17, 2012 | New York, NY | 3 Days |
| Aug 27, 2012 - Aug 29, 2012 | San Francisco, CA | 3 Days |
| Sep 5, 2012 - Sep 7, 2012 | Chicago, IL | 3 Days |
| Sep 24, 2012 - Sep 26, 2012 | Arlington/Washington DC, DC | 3 Days |
| Oct 17, 2012 - Oct 19, 2012 | New York, NY | 3 Days |
| Nov 12, 2012 - Nov 14, 2012 | Arlington/Washington DC, DC | 3 Days |
| Dec 3, 2012 - Dec 5, 2012 | New York, NY | 3 Days |
| Feb 4, 2013 - Feb 6, 2013 | New York, NY | 3 Days |
| Feb 13, 2013 - Feb 15, 2013 | Arlington/Washington DC, VA | 3 Days |

Registering more than 4 people, please call 1-877-566-9441.

How You Will Benefit

- Juggle multiple responsibilities
- Learn better ways to think on your feet with powerful techniques
- Create win-win solutions that leave everyone feeling positive
- Become a strategic partner to your boss
- Understand different team player styles for more effective collaboration
- Control your time and workload with advanced time-management skills

What You Will Cover

Mastering Change with Management Skills

- Find your place on the management team
- Empower yourself to achieve growth
- Discover what it takes to become a change master

Fine-Tuning Your Team Skills

- Match business goals with administrative support goals
- Assess your leader/manager preference in teams
- Map your management team's priorities for the year

Dealing Productively with Conflict

- Use persuasion and negotiation to gain better outcomes from conflict
- Define sources of workplace conflict
- Master five techniques for dealing with difficult people

Communicating with Credibility

- Enhance your image to help pursue specific goals
- Strengthen your active listening skills
- Manage your own emotions and detach from others' emotions

Controlling Your Workday

- Clarify priorities to include team goals
- Set criteria to validate your risk/value priorities
- Plan projects using The SMART Method
- Solve urgency/importance dilemma
- Eliminate your worst time wasters
- Use task maps to control multiloads

Putting Your Skills to Work

- Improve your personal impact as you present proposals or plan negotiations
- Try new tools for effective meeting management
- Provide feedback to your colleagues

Who Should Attend

Seasoned administrative professionals, including executive secretaries, administrative assistants, secretaries or other members of the administrative support staff who are striving to refine their management skills in order to enhance their careers and add to their organization's effectiveness.

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.

Ways to Register

- [Register Online](#)
- Call 1-877-566-9441 for an AMA Training Consultant
- Email customerservice@amanet.org
- Fax [AMA Text Registration Form](#)
- Mail [AMA Text Registration Form](#)