

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/2119](http://www.amanet.org/2119)

# Stepping Up to Leadership: A Course for Administrative Professionals

**You are asked to take on the challenge of leadership. This seminar focuses on leadership for administrative professionals who want the right skills for success!**

Form and lead administrative teams, cross-train administrative professionals, supervise staff members and make decisions that impact the bottom line.

Taking this course on leadership for administrative professionals affords you the opportunity to better deal with setting work expectations, influencing and motivating people to perform well and providing feedback and coaching.

## How You Will Benefit

- Acquire the confidence and self-esteem to help you step up to an administrative leadership role
- Understand behaviors specific to leadership for administrative professionals
- Develop strategies to influence and motivate up, down and across the organization
- Learn to set expectations and provide feedback and coaching whether you directly or indirectly supervise people
- Identify and apply emotional intelligence behaviors

## What You Will Cover

- Stepping up to the leadership challenge
- Thinking strategically about your role and your organization
- Creating partnerships that get you the information and resources you need
- Leading teams and individuals without direct authority
- Emotional Intelligence (EI): assessing and developing skills
- Career development strategies: creating your own personal development plan

## Who Should Attend

Senior level administrative assistants, executive secretaries, administrative support staff or office support personnel with formal and informal supervisory responsibilities.

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