

American Management Association's Management Skills for Administrative Professionals

Learning Objectives

- Manage Changing Roles and Responsibilities When Working with Bosses, Peers, Team Members, and Customers
- Meet Dynamic Work Expectations Through Proactively Managing Time and Priorities
- Communicate and Negotiate with Clarity and Confidence to Achieve Results and Manage Conflicts

LESSON ONE

Manage Change

- Use Personal Change Management to Work More Effectively with and Through Others
- Bring About Change Even When Faced with Resistance
- Apply a Systematic Approach to Plan and Engage Others in the Change Process

Managing Roles, Responsibilities, and Team Work

- Manage Roles, Responsibilities, and Authority to Meet Goals
- Identify and Support Differing Work Style Preferences Using New Skills and Best Practices
- Recognize and Proactively Use Critical Thinking to Support Achievement of Team-Based Goals

LESSON TWO

Manage Time and Priorities

- Establish a Systematic and Efficient Approach to Work
- Use Prioritization Strategies
- Use Time Management Strategies

Manage Relationships and Communication

- Incorporate Emotional Intelligence and Effective Listening Practices to Prepare to Be an Effective Colleague, Partner, and Leader
- Apply Assertive Communication Using Verbal and Nonverbal Behaviors
- Exhibit Confidence and Influence Using Tested Presentation Models

LESSON THREE

Manage Relationships and Communication (cont'd)

- Incorporate Emotional Intelligence and Effective Listening Practices to Prepare to Be an Effective Colleague, Partner, and Leader
- Apply Assertive Communication Using Verbal and Nonverbal Behaviors
- Exhibit Confidence and Influence Using Tested Presentation Models

LESSON FOUR

Manage Relationships and Communication (cont'd)

- Incorporate Emotional Intelligence and Effective Listening Practices to Prepare to Be an Effective Colleague, Partner, and Leader
- Apply Assertive Communication Using Verbal and Nonverbal Behaviors
- Exhibit Confidence and Influence Using Tested Presentation Models

Managing Negotiations and Conflict

- Define the Sources of Conflict in the Workplace
- Employ a Tactful Strategy to Handle Office Politics, Difficult People, and Demanding Situations
- Negotiate to Empower Self and Others to Achieve Goals

Action Planning

- Reflect on Best Practices That Will Be Applied in the Near or Long Term