

## **7 How to be an Outstanding Administrative Assistant**

### **An Administrative Professional**

What is an Administrative Assistant? The largest segment of the office workforce! Approximately 300,000 administrative professionals are employed in Canada. Millions more work in business all over the world.

### **Planning, Scheduling, and Organizing**

Planning and scheduling are important. You have only a limited number of hours in which to do everything. Of the 24 hours in the day, you spend about 8 hours sleeping and generally, another 8 hours at work. That leaves you with 8 hours for yourself, your family and friends. Learn how to accomplish all of your professional tasks during regular business hours through effective planning and scheduling.

### **Personal Organization**

The responsibility for time management rests with you. Losing track of your time can generate anxiety, frustration and even panic. Good time management means applying principals of management to yourself including planning, organizing, directing and controlling the use of your time. Obtain valuable time management strategies in this interactive workshop.

### **Communication Devices – Protocol**

There are many communication tools available to us today. Using them efficiently and in a professional manner is very important. Learn how to use these tools, and the protocols or etiquette associated with them, effectively.

### **How to Deal with a Difficult Situation**

Regardless of whether you are dealing with your boss, your co-workers, or your subordinates, the same rules apply. We provide steps to help you deal with difficult situations.

### **Leadership**

Many administrative professionals acquire leadership responsibilities. The fact that you are likely the “go to” person means you have a leadership role within your workplace. Your official role may be the assistant to the boss’ assistant, but your responsibility may be to run the entire department. Gain the skills and confidence needed to fulfill your leadership role.

### **Getting Ahead in a Changing Workplace**

The office workplace is changing rapidly. Administrative professionals are being given greater responsibilities. Find out what you can do as a professional to adapt to these changes and maximize your value to your employer.