

ADMINISTRATIVE ASSISTANT

DESCRIPTION

This course will detail the role an administrative assistant plays in the office environment.

COURSE CONTENT

INTRODUCTION

- Who is the Administrative Assistant?
- Checklist of Responsibilities

WEARING MANY HATS

- Managing Multiple Roles
- What Hats Do Others See You Wearing?
- What Your Manager Expects

ASSISTING THE MANAGER

- Are They Lost Without You?
- Anticipate Needs
- Act as a Communication Liaison
- Making the Connection
- Act as a Communication Buffer
- Take Over Projects for your Boss

SUPERVISING OFFICE OPERATIONS AND STAFF

- Are You Ready to be a Supervisor?
- Supervisory Skills Self-Assessment
- Seven Supervisory Challenges

PROVIDING INFORMATION

- Are You a Wealth of Information?
- Developing the Detective Hat
- Sharing the Information

SPECIAL CONCERNS OF THE ADMINISTRATIVE ASSISTANT

- Personal Requests
- Work Overload
- Dealing with Interruptions
- Supporting Two or More People
- Conclusion