

Administrative Support Staff Certificate Program

This program is a fast-paced interactive course, which explores techniques to achieve professionalism in administrative support staff. The course will cover topics that will help the participants improve their daily work skills, interpersonal skills, and task skills to increase performance and improve productivity while enhancing their self-esteem.

Session One – Dealing with Change in the Work Environment

- Manage change in the work environment and explore the dynamics of change
- Identify the four levels of change
- Understand the things you want from your job, your boss and your employer
- Apply the seven dynamics of change
- Understand how the dynamic applies to their job
- Identify when to apply the strategy

Session Two – Developing Your Self-Esteem

- Understand what self-esteem is and how it affects your life
- Develop skills to increase your self-esteem
- Identify personal strengths and areas that need strengthening
- Identify the dimensions of personal power
- Learn how to write affirmations to move yourself forward in life
- Write a mission statement for your life
- Set goals, long and short term & Create a plan to be able to achieve your goals

Session Three – Improving Communication Skills

- Identify the process of communication
- Understand the value of listening effectively
- Identify communication barriers
- Recognize personality types and how to communicate with each type
- Develop effective communication skills in a team environment

Session Four – Business Telephone Etiquette

- Demonstrate effective telephone techniques in a business situation
- Demonstrate good listening skills
- Speak effectively to customers, co-workers, supervisors and vendors, using proper grammar and terminology
- Handle different customer types such as an overly friendly person, the angry person or a threatening person
- Communicate effectively with people with accents
- Develop good customer service skills
- Practice using the techniques with your specific customer problems

Session Five – Decision Making and Problem Solving

- Recognize the importance of good decision-making
- Identify good decision-making techniques
- Support the team decision
- Turn the decision into action
- Find solutions outside of your personal paradigms
- Develop creative problem solving techniques
- Identify your own personal strengths and weaknesses in the decision making and problem solving process
- Set goals for yourself to improve your use of these techniques on the job

Session Six – Time Management and Organizing Your Work

- Identify key time-management principles
- Understand how you are currently allocating your time
- Implement a time management log
- Organize office space efficiently
- Comprehend rules for organization
- Guide to handling mail
- Identify skills and techniques for overcoming procrastination
- Develop good time management skills

Date: January 27, 28, & 29, 2010
Time: 8:30am – 12:30pm
Cost: \$330.00
\$150.00 additional for each additional participant
Location: FIU, Biscayne Bay Campus – WUC 157

FIU

Metropolitan Center



Other programs offered:

Grant Writing Certification Program -
October 27, 28, & 29, 2009

Business and Telephone Etiquette
February 4, 2010
FIU, Biscayne Bay Campus - WUC 157

Business Writing & Grammar -
March 10 & 11, 2010
FIU, Biscayne Bay Campus - WUC 157

Customer Service Essentials -
February 25, 2010
FIU, Biscayne Bay Campus - WUC 157

Office Professionalism -
March 25, 2010
FIU, Biscayne Bay Campus - WUC 157

Records Management Certification -
January 28 & 29, 2010
FIU, Biscayne Bay Campus - WUC 157

Time and Stress Management -
March 16, 2010
FIU, Biscayne Bay Campus - WUC 157

**Trigger-Proof Your Way to Success:
12 Tools to Keep Your Cool and
Confidence in the Workplace**
April 8, 2010
FIU, Biscayne Bay Campus – WUC 157