Take your skills to the next level!

Management Skills for Administrative Professionals & Key Support Staff

Introducing a brand-new workshop on the critical skills administrative professionals need to manage people, projects, priorities, and time!

- Learn how to make tough decisions without worry – or regret!
- Negotiate great deals and terms with vendors and suppliers
- Learn how to be a leader – even when others don’t see you as “officially in charge”
- Take the stress and anxiety out of dealing with difficult personalities
- Master project planning and prioritization skills
- Identify and eliminate the time-wasters in your day
- Partner with your boss to take more of the load off his or her plate

Enroll online at www.NationalSeminarsTraining.com or call 1-800-258-7246.

This program is brought to you by STAR12 Training, a division of Rockhurst University Continuing Education Center, Inc. For more information about the STAR12 All-Access Training Pass, see page 6.
Take Your Skills to the Next Level of Awesomeness!

As an administrative professional, you’re accustomed to doing everything you can to keep your boss happy, your clients content and satisfied, and your coworkers from having nervous breakdowns. And you do this all while managing an endless to-do list where you’re constantly challenged to cram 12 hours of work into an 8-hour day.

Your life is a life of constant change, constant interruptions, and more than a few encounters each day with difficult and occasionally downright nasty people.

Yet you love the challenge and you love the satisfaction of getting things done and being seen as an indispensable, highly respected member of the team. If only you could get that feeling more often. That’s what Management Skills for Administrative Professionals & Key Support Staff is all about!

Become Invaluable to Your Boss (or Bosses!)

Your relationship with your boss is critical. Got more than one boss? Then you have more than one relationship to manage — and that means even more pressure on you to perform. That’s where this training comes in. To become a superb partner for your boss/bosses, you need to do two things:

1. Understand your boss/bosses — Know what pressures they face, their goals and challenges, how to help ease their burden and be the best administrative pro you can be. This training teaches you how to do just that.

2. Help your boss/bosses — Once you know your boss, you need to take action. We’ll show you what you can do that’ll help your boss be more effective, productive, and yes, happy. You’ll strengthen your company and your days will become more enjoyable!

Knock your boss’s socks off — the good way — by becoming a partner he or she can rely on. When you attend this skill-building seminar, both you and your boss are investing in your mutual futures, and the future of your organization. It’s win-win!

This skill-packed seminar teaches you essential management skills that will help you …

- Be more appreciated for your hard work and contributions
- Deal with difficult people and office politics more easily
- Confidently make decisions without worrying about making mistakes
- Put an end to the interruptions that waste your time
- Know what to say when people who aren’t your boss try to treat you as though they were
- Manage vendor and supplier relationships with greater ease
- Save tons of time … and save your company money!
- Get the respect you deserve from everyone you work with!

A Power-Packed Seminar That Can Change Your Workday and Your Life

In today’s information-overloaded office, every edge can make a difference in how productive, healthy, and satisfied you are at the end of the day. We all need to take some time away and again sharpen our skills. And we all need time away from our daily routine to rejuvenate and reenergize! This training accomplishes it all!

Your challenges at work are only going to get tougher, so you need to get tougher and smarter. You can’t afford to spend another day or month or year wading through your hectic day without these vital tools taught in this amazing day of training.

Save yourself frustration, hassle, and stress. Be ready for the challenges of your job … be ready to take charge of your time … deal with stubborn, unhelpful, and unpleasant people … become an invaluable partner to your boss … and have some fun learning new management skills.

Sign up today for Management Skills for Administrative Professionals & Key Support Staff and thrive, baby, thrive!

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A Look at Your Agenda

Workshop hours: 9 a.m. to 4 p.m.  Registration begins at 8:30 a.m.

“Professionalism 101: Keys to Increasing Your Credibility & Winning Respect
• The #1 thing you must do to be seen as invaluable
• 7 credibility robbers: How many are you guilty of?
• Stepping up to more responsibility – why it’s critical for career survival
• Behaviors and habits that could be holding you back
• Be like the “willow” – why flexibility is so important in today’s work environments

The Administrative Professional/Boss Partnership
• Understand what your boss and/or bosses expect of you
• Handle it yourself – or take it to the boss?  How to know for sure
• 4 things you can do that’ll absolutely WOW your boss!

Communication & Business Writing Essentials
• Email blunders you’ll never make again!
• Secrets to creating clear, concise communication
• Creating the communication loops you need to stay in the know
• Not too pushy – and not a pushover: assertive communication musts

Negotiating With and Managing Vendors & Suppliers … and Everyone Else
• Tips and tricks your vendors don’t want you to know
• How to negotiate for great prices, terms, and service
• Techniques for getting people – including coworkers, bosses, and others – to do what you need them to do

Prioritization and Project Management Essentials
• Aligning your priorities with your boss’s
• 80 hours of things to do – 40 hours to do it in. What do you do?
• Developing realistic project plans
• Taking the chaos out of your everyday schedule
• What to do when change threatens to throw you off track

• When everything’s urgent – how to know what’s really most important
• Is your to-do list more like a this-all-is-going-to-do-me-in list?
• What to do when multiple bosses have multiple priorities – and there’s only one of you!

Difficult People, Office Politics & High-Stress Situations
• How to keep from getting caught in the middle of others’ issues
• Your boss put you in charge – but someone isn’t accepting your role. What do you do?
• Working with people you don’t like, or who seem to not like you
• Conflict management techniques that’ll keep stress at bay
• Pressure and anxiety relievers that make any situation less stressful

Decision-Making & Problem-Solving Skills
• Keys to breaking down tough, complex problems into manageable parts
• Weighing the risk vs. reward of any decision
• Top problem-solving techniques that’ll help you reach decisions more quickly

Be the Leader Everyone Admires
• How to effectively assume a leadership role when you’re not officially in charge
• Delegation how-tos – get more done through others with confidence they’ll do it the right way
• Getting the coaching and mentoring that every leader needs
• Take charge of your career: deciding what you want and mapping out how to make it happen!

REGISTRATION FORM

1. Enrollment Fees

- Group Discount: When 3 enroll from your organization, a 4th attends FREE. Group discounts apply to seminar registrations only and cannot be used for STAR12 passes.

- The STAR12 All-Access Pass – Only $299
  Your STAR12 All-Access Pass entitles you to unlimited access to all STAR12 seminars, webinars, online courses, and more for 12 months. Use your STAR12 All-Access Pass to attend Management Skills for Administrative Professionals & Key Support Staff for FREE!

2. Names of Attendees (Please Print) (Please list additional registrations on a separate sheet and attach.)

| 1. Mr./Ms. | __________________________ |
| 2. Mr./Ms. | __________________________ |
| 3. Mr./Ms. | __________________________ |

- Email Address
- City/Event #:

3. Company Information (Please Print) *Phone required in case of last-minute changes

- Organization ____________________________________________
- Address ________________________________________________
- City/Event #: ___________________________________________
- State _______ ZIP __________
- Approving Supervisor: Mr./Ms. ____________________________
- Email Address __________________________________________
- Phone ___________________________________________________________________
- Fax _____________________________________________________________________

4. Method of Payment

- ____________ ____________________________ Credit Card
- ____________ ____________________________ MasterCard
- ____________ ____________________________ VISA
- ____________ ____________________________ American Express
- ____________ ____________________________ Discover

- ____________ ____________________________ Exp. Date ____________

- Charge to: __________________________

- Our purchase order is attached (government, educational, and health-care organizations only)
- (Note: Full registration fee due and payable prior to start of workshop)

5. Important: Your VIP Customer Number

- Fill in your VIP Customer Number as it appears above the name on the mailing label.

- SD, CT, and WV residents, please add applicable sales tax to your payment. If you are tax-exempt, enter your tax-exempt number here:

- and attach a copy of your tax-exempt certificate.

Workshop Schedule

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