



# The Extraordinary Administrative Professional



**You keep the place running smoothly. You're expected to be a tech-savvy, super-organized, super-energized, cost-conscious mind reader who has a way with people ... and you are. But, even with all those superpowers, you occasionally need to recharge.**

Get reenergized. The practical, powerful skills you'll learn in this **one-day seminar** will give you new ideas ... and a fresh perspective.

**We're  
coming  
to your  
area ...**

Enroll online at [NationalSeminarsTraining.com/EAST](http://NationalSeminarsTraining.com/EAST) or call 1-800-258-7246

# Master the SUPER SKILLS you need to be even more extraordinary!

Your days as an administrative professional are filled with demands—people, priorities and projects—all needing your time and attention. This environment can be highly stressful. It requires extreme organizational skills and finely tuned communication skills—and can zap your energy.

It can take years of trial and error to learn all the professional skills you need to be the best of the best—to become a truly extraordinary assistant. Fortunately, there's a better—and easier—way!

***The Extraordinary Administrative Professional*** seminar is packed with amazing success-building techniques and strategies. And, because we respect your time and the fact that your boss can't spare you from the office for too long—we've managed to pack all this into one incredible day of learning! Without a doubt it's the easiest, most effective way to supercharge your productivity, decrease your stress and dramatically increase your value to your boss and your organization.

You'll be reviewing:

- Handling difficult people
- Managing time and priorities
- Projecting confidence and poise
- Partnering with your boss
- Dealing with office politics
- Problem solving
- Getting organized
- Dealing with sticky situations

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## Important Message to Managers

It's tough to imagine your assistant out of the office for an entire day. But the additional tools, knowledge and information your team member gains will more than make up for it.

Increased productivity. Improved organizational skills. Stronger problem-solving skills. The ability to take on more responsibility. These are all benefits of your assistant attending ***The Extraordinary Administrative Professional*** workshop.

Investing in your assistant's professional development sends a strong message that you truly value him or her. And when people feel appreciated and valued, they go the extra mile. It's a can't-lose scenario for everyone. Encourage your assistant to enroll today.

# You, Your Boss and Your Entire Organization Will Benefit When You Attend This Seminar!

## Which of these describe your job?

- Are you often the first point of contact for clients, customers and/or vendors?
- Are you responsible for written communication or contracts?
- Do conversations between you and your boss sometimes have an unclear outcome?
- Do you work with multiple bosses with different priorities?
- Do interruptions and other time-robbers throw off your schedule?
- Do you routinely deal with touchy or sensitive people?
- Do you help plan events or meetings?
- Are you counted on for problem solving?
- Do you deal with high-pressure or crisis situations?
- Are you responsible for bringing sensitive issues to your boss?
- Are there occasions when you have to step in for the boss and take charge?
- Are you ready to do more—and need your boss's buy-in?

**The Extraordinary Administrative Professional** will help you build skills to master all the challenges listed above, plus many, many more. Enroll today!

## Our Promise to You:

This training is the quick and easy way to make sure your skills are totally up to date!

Our trainers are enthusiastic industry experts with real-world knowledge and experience. They'll give you ideas and present information to help you solve the challenges you face daily.

Take your skills to the next level. If you're looking to become the absolute best assistant you can possibly be ... there's no better way to start than by attending this seminar.

Take a minute right now to discuss with your boss just how much attending this program will benefit you both.



# Your **COMPREHENSIVE**

*Workshop hours: 9 a.m. to 4 p.m.*

## **The Manager-Assistant Partnership**

- Recognizing your boss's management style—and how to adapt to it
- How to diplomatically and tactfully bring sensitive issues to your boss's attention
- Understanding overall objectives and where your responsibilities fit in
- Stepping up: How to take unnecessary pressure off your boss
- Keys to demonstrating that you're ready to do more—and get your boss's buy-in

## **Working for Multiple Bosses**

- Simple scheduling tips for dealing with multiple calendars and appointments
- Great techniques for helping your bosses understand the demands on your time—and getting them to prioritize projects
- Handling mixed messages—what to do when your bosses' directions conflict

## **Practical Problem Solving**

- How to recognize a looming crisis—before it actually occurs
- Simple problem-solving techniques you can apply to any situation
- The solution-focused approach—how to effectively present ideas to your boss
- How to say “no”—without feeling guilty!
- When—and how—to ask for help when you need more resources

## **Organization Skills**

- Find everything in a flash: Designing a file system that meets your needs
- Managing multiple projects—and how to prioritize when you're dealing with multiple bosses
- Making your to-do list work for and not against you
- Scheduling tips that build in flexibility—because there's always something unexpected
- Creating the perfect work space—organizing your desk for the utmost efficiency

## **Delegation Techniques**

- How to delegate tasks—even without authority
- Clear communication: Making sure the tasks are done right ... and on time!
- Eliminating the most common delegation problems

## **Time Management**

- Assessing your own time management style
- Finding your daily peak productivity times—and taking advantage of them
- How to really assess how long a project will take
- Identifying your biggest time-wasters ... and eliminating them!
- Information overload: How to handle a high volume of telephone calls, mail and messages

## **Meetings and Events**

- Supply-side information: Tips for dealing with outside dealers and vendors
- Meeting prep tips that will help you organize everything from the room to the reports
- Event planning techniques to make your next corporate event go off without a hitch

# 1/2 Day Workshop Agenda

**Registration begins at 8:15 a.m.**

## Poise and Professionalism

- Active listening: The most important communication technique you could ever learn
- Understanding body language—and what you say when you're not speaking
- Using verbal and nonverbal cues to command the respect you deserve
- How to project confidence and professionalism in any situation
- How to respond professionally to criticism without becoming defensive

## Written Communication

- Saving time and energy—using style guides and templates to get more accomplished, fast
- Email tips for getting the right message out fast, whether you're emailing one or 100
- Great written communication guidelines and resources

## People and Personalities

- The 4 personality styles and how to work with each
- How to understand and interpret office dynamics—and make sure they aren't affecting you
- Proven strategies for dealing with toxic and exhausting people
- 5 techniques for building strong working relationships across departments and throughout the organization
- They're not your boss, but ... how to work with co-workers who think they have authority over you

## Stress Reduction

- Dealing with the many daily interruptions—ways to refocus and get back to work
- Saving yourself—how to set boundaries when your time is being abused
- Easy at-your-desk stress-relieving techniques you can do anytime
- Tips for staying cool, calm and collected—even under pressure

## Companies that have benefitted from our training:

Wells Fargo • Microsoft • Aetna • Federal Reserve Bank • Stanford University • FedEx • McGraw-Hill • Allstate • New Balance Athletic Shoe, Inc. • Shelter Insurance • Tyson Foods • John Deere • Alcatel-Lucent Technologies • Bristol-Myers Squibb • Blue Cross Blue Shield • Hewlett-Packard • Schnuck Markets • Moen, Inc. • MetLife • Farm Bureau Insurance • LexisNexis • Liberty Mutual • Sallie Mae • Merck • 3M • Commerce Bank • Citibank • Honeywell • Pella Corporation • Walgreens • Time Warner • Sears • Webster University • *And Thousands More*

# 5 More Reasons You'll Want to Attend ...

- 1. Get Up to Date on the Essentials:** Your time is valuable, and we won't waste it. You'll only learn the most relevant information at this course.
- 2. Get New Ideas:** Get away from the office for a day, and you'll return relaxed and recharged. Plus, you'll have a plan in hand and proven strategies for taking your skills to the next level.
- 3. Network:** Meet and exchange ideas with other assistants. Take this opportunity to meet like-minded professionals in your area—and learn from their experiences.
- 4. Participate in Interactive Training:** Prepare for an innovative learning experience like no other. We'll capture your interest with real-world challenges assistants face. Plus, you'll participate in proven-effective exercises that are designed to increase retention and on-the-job application.
- 5. Learn From an Expert:** Ask questions, share ideas and get immediate feedback from a trainer with real-world experience

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## National Seminars Training— 30 Years of Training and Employee Development

When results matter, you want a training partner that you can rely on. For three decades, NST has provided new ideas ... answers to tough challenges ... and best-practice strategies to professionals across the United States. Every year hundreds of thousands of professionals turn to National Seminars Training for solutions to the challenges they face.

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## Enrollment Fee

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*\*Plus tax where applicable*

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Call toll-free **1-800-258-7246**

## Registration Information

**Our Registration Center** is open weekdays from 7 a.m. to 7 p.m. CST. Enrollments taken online 24/7.

**Check-in** begins at 8:15 a.m. The workshop schedule is 9 a.m. to 4 p.m. Lunch is on your own.

**Cancellations and substitutions.** Cancellations received up to five working days before the seminar are refundable, minus a \$10 registration service charge. After that, cancellations are subject to the entire seminar fee, which you may apply toward a future seminar. Please note that if you don't cancel and don't attend, you are still responsible for payment. Substitutions may be made at any time.

**CEUs:** Continuing education credit may be recognized by your professional board. Contact your own board to find out what's required. You may also call us at 1-800-258-7246 for additional assistance.

**Tax deduction:** The expense of continuing education, when taken to maintain and improve professional skills, is tax deductible. Please contact your accountant for complete details.

## Workshop Schedule



### Bring This Course to Your Organization

If you have multiple employees who could benefit from this training, consider bringing it on-site to your organization. Our Enterprise Learning Solutions team can tailor any program to meet your unique needs and core competencies. Learn more at [NationalSeminarsTraining.com/CorporateTraining](http://NationalSeminarsTraining.com/CorporateTraining) or contact a training specialist at **1-800-344-4613**.

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