

ON-SITE
BUSINESS
TRAINING &
LEARNING
SOLUTIONS

The Professional Administrative Assistant Certificate Program



As the leading provider of on-site training solutions, we will deliver the real-world skills your administrative assistants need to achieve your business goals. The Professional Administrative Assistant Certificate Program addresses essential workplace competencies that will help your staff reach new levels of performance excellence.

ROCKHURST
UNIVERSITY

CONTINUING EDUCATION
CENTER, INC.

Endorsed by:



International Association of
Administrative Professionals®

"...the information you provided was vital for administrative professionals to compete and survive in the workplace – by strengthening their creativity, interpersonal and team-building skills."

– S. Fenner, PhD, IAAP

Give Your **ADMINISTRATIVE ASSISTANTS** The Tools They Need To Succeed!

Why Are We Proud This Training Is Endorsed By The IAAP?



Because the International Association of Administrative Professionals (IAAP) is the world's largest association for administrative support staff, with 600 chapters and 40,000 members and affiliates worldwide. For more than 60 years, IAAP has provided up-to-date research on office trends, cutting-edge publications and other top-notch resources to help administrative professionals enhance their skills and become more effective contributors to their employers.

RUCEC CERTIFICATE PROGRAM

Our in-depth certificate program includes:

- Learning modules based on a specific competency, with precise measurable learning objectives
- Application sessions that assist the learner in transferring knowledge and skills to the workplace
- Pre- and post-tests that measure learning in each module and provide immediate feedback
- Courses that feature individual and group work, exercises and case studies
- Teaching by certified trainers who are subject matter experts
- Job aids for future reference

With the Professional Administrative Assistant Certificate Program from Rockhurst University Continuing Education Center, Inc. (RUCEC), you can train every administrative assistant in your organization in 8 critical core competencies that guarantee the highest level of performance ... professionalism ... and pride in their work.

This flexible and comprehensive curriculum, **endorsed by the world's most prestigious association** for administrative assistants, is customized to include your company's learning objectives for administrative professionals of every level of experience. Our certified trainers are subject matter experts who utilize today's leading-edge adult learning techniques to create an entertaining and engaging training atmosphere that facilitates implementation and application of these business skills immediately.

And all of it can be done on a timetable that you choose – from a few days to several months – which alleviates unnecessary burdens on your company's already packed schedule.

8 Critical Skills No Administrative Assistant Should Be Without

We have identified the professional skills that are critical for successful administrative assistants. These competencies are the foundation of this certification program: 8 separate skill-building modules that strengthen specific skill sets for any administrative assistant:

1. Professionalism
2. Communication – Part 1
3. Communication – Part 2
4. Customer Service
5. Business Writing
6. Conflict Management
7. Organization and Time Management
8. Management, Critical Thinking and Decision Making

Each competency training session is followed by an application module that helps transfer new skills and techniques into the workplace. After this training, your assistants will be more confident, competent, professional and better equipped to handle the challenges of the job. Contact your training consultant at **1-800-344-4613** for more information.

How Your Organization **WILL BENEFIT** From the Administrative Assistant Certificate Program

Certify your staff and realize an outstanding return on investment with the following benefits:

- Administrative assistants who reach new levels of performance excellence and project a more professional image for your organization
- Improved customer service skills that result in more profitable relationships with clients and vendors alike
- Stronger and clearer lines of communication that improve employee relations, creating a more unified and energized workforce
- Increased productivity through the elimination of turf-guarding and other negative habits
- Improved operational efficiency through the creation of true "second in commands" who take charge of daily processes
- Professional development that decreases turnover and creates more loyal employees
- **And much more!**

Contact your on-site training consultant in our Business Training and Development department at 1-800-344-4613 today and find out why this program may just be the most important - and profitable - training you'll ever bring to your company!

"Not only did you assess the audience accurately but you also reinforced our executive management's strategies for continuous performance improvement."

- K. Wendler, Baylor College of Medicine

Training Created by One of the World's Most Respected Educators!

RUCEC is a division of Rockhurst University, part of the largest network of independent higher education institutions in the nation, and a school consistently ranked as one of the Top 15 universities in the Midwest by *U.S. News* and *World Report*.

Founded in 1910, Rockhurst is a sister school to other teaching leaders such as Georgetown and Marquette universities, and is renowned for academic excellence and a commitment to ethics, justice and service to others.

As the training arm of the university, RUCEC trains hundreds of thousands of success-minded businesspeople annually in hundreds of topics ranging from management and supervision, accounting and finance, customer service, human resources and more!

"Your ability to tailor training that was responsive to our needs was without a doubt a key factor in making this training so effective."

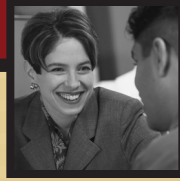
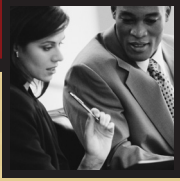
- Capt. J. Schneider, U.S. Air Force

On-Site Training Develops Skill Sets and Enhances Employee Performance and Productivity

Our high-impact training is designed to address any performance issue you face or close specific knowledge gaps within your organization. Based on the latest principles of knowledge management, our training programs are competency-based, skill-building and experiential. Content is targeted to your learning objectives and organizational goals - for performance improvement that lasts.

For more information, contact your training consultant at 1-800-344-4613, via e-mail at onsite@natsem.com or visit us on the Web at www.natsem.com.

Professional Administrative Assistant Certificate Program



Competency Module Descriptions

Professionalism

Understand the behaviors, traits and characteristics of peak performers. Learn to establish professional credibility with peers, and develop personal and professional goals for success in today's business environment.

Business Writing

Create clear, error-free documents to achieve a credible and professional presence in all your written and electronic communication. Also includes a segment on capturing and recording relevant business data.

Communication - Part One

Learn the effective exchange of nonwritten messages and information. Master the fundamentals of listening and interpersonal relationship skills that dramatically increase communication proficiency.

Conflict Management

Create a positive work environment that promotes cooperation by learning to deal more effectively with conflict, identify and respond to issues before they reach crisis mode and control anger in tough situations.

Communication - Part Two

Master nonverbal communication techniques that support your verbal message, learn speaking methods that will help you speak confidently and professionally, and use diplomacy and tact to further communication effectiveness.

Organization and Time Management

Identify and overcome barriers to personal productivity, learn to schedule time and maximize your efficiency, organize the workspace, minimize interruptions by taking control and demonstrate how to use delegation as an organization strategy.

Customer Service

Increase customer loyalty and your organization's competitive edge by applying exceptional customer service strategies and techniques. Learn to successfully meet and surpass customer wants and needs.

Management, Critical Thinking and Decision Making

Develop and apply basic management skills, lead more effectively, use critical thinking processes for problem solving, and improve communication and relationships with employees across all levels of the organization.

ROCKHURST UNIVERSITY CONTINUING EDUCATION CENTER, INC.
ON-SITE TRAINING DIVISION

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