

American Management Association's Management Skills for Administrative Professionals

Learning Objectives

- Manage Changing Roles and Responsibilities When Working with Bosses, Peers, Team Members, and Customers
- Meet Dynamic Work Expectations Through Proactively Managing Time and Priorities
- Communicate and Negotiate with Clarity and Confidence to Achieve Results and Manage Conflicts

Manage Change

- Use Personal Change Management to Work More Effectively with and Through Others
- Bring About Change Even When Faced with Resistance
- Apply a Systematic Approach to Plan and Engage Others in the Change Process

Manage Roles, Responsibilities and Team Work

- Manage Roles, Responsibilities and Authority to Meet Goals
- Identify and Support Differing Work Style Preferences Using New Skills and Best Practices
- Recognize and Proactively Use Critical Thinking to Support Achievement of Team-Based Goals

Manage Time and Priorities

- Establish a Systematic and Efficient Approach to Work Using Prioritization and Time Management Strategies
- Identify Strategic Uses of Technology to Manage Information and Better Utilize Time
- Evaluate Current Roles and Responsibilities to Identify Activities That Can Be Delegated

Manage Relationships and Communication

- Use Emotional Intelligence and Effective Listening Practices to Prepare to Be an Effective Colleague, Partner and Leader
- Apply Assertive Communication Using Verbal and Nonverbal Behaviors
- Exhibit Confidence and Influence Using Tested Presentation Models

Managing Negotiations and Conflicts

- Define the Sources of Conflict in the Workplace
- Employ Strategic Diplomacy to Handle Office Politics, Difficult People and Demanding Situations
- Negotiate to Empower Self and Others to Achieve Goals

Action Plan

- Review a Comprehensive List of New Management Skills and Strategies Learned and Practiced Throughout the Program
- Reflect on Best Practices That Will Be Applied in the Near or Long Term