

**American Management Association's  
Managing Chaos for  
Administrative Professionals**

***Learning Objectives***

- Recognize and Stop Procrastination
- Minimize Interruptions
- Set SMART Goals
- Prioritize Your Time and Activities
- Maximize Your Time with the 4-Step Time Mastery Plan
- Apply the Principles of Reading with Purpose, Strategy and Flexibility
- Improve Mental Focus and Reading Speed with Pacing Techniques
- Use Preview Techniques to Build Reading Effectiveness
- Increase Reading Comprehension
- Use Techniques to Build Memory and Recall
- Identify Symptoms of Burnout
- Apply Assertiveness Techniques
- Develop Coping Strategies

***Coping with Chaos***

- Recognize and Stop Procrastination
- Minimize Interruptions
- Onload and Offload Work Effectively

***Mastering Your Time***

- Set SMART Goals
- Prioritize Your Time and Activities
- Maximize Your Time with the 4-Step Time Mastery Plan

***Reading More Effectively***

- Apply the Principles of Reading with Purpose, Strategy and Flexibility
- Improve Mental Focus and Reading Speed with Pacing Techniques
- Use Preview Techniques to Build Reading Effectiveness
- Increase Reading Comprehension

***Building Memory and Recall***

- Explain the Differences Among Comprehension, Memory, and Recall
- Understand How Memory Works
- Use Techniques to Build Memory and Recall

## *Staying in Control*

- Identify Symptoms of Burnout
- Apply Assertiveness Techniques
- Develop Coping Strategies