



Presented by:

SkillPath
SEMINARS

THE INDISPENSABLE ASSISTANT

An Empowering One-day Seminar for Secretaries,
Administrative Assistants and Support Staff

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



HOW TO
ACHIEVE
THE RESULTS
YOU WANT
AND WIN
THE RESPECT
YOU DESERVE

© SkillPath®

TO ENROLL, CALL TOLL-FREE **1-800-873-7545**



Facebook/SkillPath



@SkillPath



SkillPath Seminars

WORKSHOP

It takes just one day to gain career-boosting skills in these vital areas:

The most respected administrative assistants and support people possess a combination of positive attributes that make them valuable—even indispensable—to their organizations.

- They're organized, motivated and excellent project managers
- They're able to work independently and are adept at handling the pressure of multiple tasks, deadlines and bosses

Joining their ranks is easy, because those are just the kind of skills you'll learn when you attend this seminar. Skills like these will open the door to more responsibility, more respect and greater job satisfaction. The ideas we teach *will* work for you—**enroll now and see how powerfully effective you can be!**

Message to Approving Managers

It's up to you. Your approval means that your assistant will gain new tools to become an even more essential and effective member of your team—eager and prepared to assume more responsibility.

Skilled, empowered secretaries, administrative assistants and support staff members are vital to a successful management team. This workshop is your opportunity to make a training investment that will return dividends in increased effectiveness and productivity for years to come.



"After today, I can see that I do make a difference in my workplace. I have gotten the tools I need to be more organized and helpful to my boss."

—Joyce Daniels
Birmingham
Care Systems

HOW TO GET ORGANIZED AND STAY THAT WAY

- Tips for developing a plan to get the most out of each day
- Perform 2 easy tasks at the end of each day and save hours (and headaches) the next day
- How the "80/20" rule will help you identify your most important tasks
- How to organize your work area for improved efficiency
- Dealing with correspondence—shortcuts you and your boss can work out together

TIME MANAGEMENT SOLUTIONS THAT WORK

- 3 specific methods for shaving time from routine jobs
- How to avoid falling into the trap of working more and accomplishing less
- How to pinpoint time-wasters in your workflow system, including the biggest self-generated time-waster
- 10 "Golden Rules" of time management

STRESS MANAGEMENT TECHNIQUES

- How to recognize and deal with the 5 most common causes of work-related stress
- How to schedule for those last-minute crises
- 3 strategies for avoiding job frustration and burnout
- Simple, effective relaxation exercises you can use anytime, anywhere

ASSERTIVENESS SKILLS THAT HELP YOU GET THE JOB DONE

- Identify and eradicate the nonverbal messages that undermine your assertiveness
- 3 steps for saying "No" when necessary, without being offensive or feeling guilty
- Time-tested strategies for negotiating what you want
- Personal power—where it comes from and how to use it



On-site training and keynote speaking ...

We can deliver this workshop right to your company's door or provide customized, you-pick-the-day training on any program pertinent to your organization's training goals. Or let our staff

of professional trainers add sparkle to your next corporate or association meeting with a stimulating keynote speech designed just for you. Whether you have 3 or 300 people to train, SkillPath is the answer. For complete details and a no-obligation quote, call 1-800-873-7545 and ask for the on-site training department.



Your satisfaction guaranteed!

Your complete satisfaction is important to us. If you're dissatisfied for any reason, let us know right away—we'll issue you a refund or arrange for you to attend another SkillPath program. It's that simple.



STAR12 All-access

For one low annual fee, STAR12 subscribers get **UNLIMITED seminar and Webinar attendance + 24/7 access to online training and professional learning tools**. Boosting your professional growth has never been easier—and the value is unbeatable! Corporate pricing available. Sign up today at skillpath.com/STAR12 or call **1-800-873-7545**.

Continuing Education Credit: SkillPath offers Continuing Education Credits based on program length and completion in accordance with the National Task Force for Continuing Education guidelines for attendance at our seminars (save this brochure and your Certificate of Attendance). Our courses may also qualify for other continuing education credits based on the content and specific credit hours awarded for each topic. Please contact your professional licensing board or organization to verify specific requirements. You may also contact us at 1-800-873-7545 for additional assistance. This course qualifies for 6 contact hours.

HIGHLIGHTS

Program Hours: 9 a.m. – 4 p.m.

WE'RE COMING
TO YOUR AREA ...

MANAGING MULTIPLE PROJECTS AND PRIORITIES

- How to rank your priorities and set deadlines—the keys to effective project management
- The “divide-and-conquer” approach: How to cut unwieldy projects down to size
- 10 tips from professional project managers that you can use to plan, implement and complete your projects
- Why people who write it down are more successful than people who don't

HOW TO HANDLE THE INTERRUPTIONS THAT SABOTAGE YOUR PRODUCTIVITY

- How to avoid constant interruptions (even from the boss) and secure more time for completing tasks
- How a few minutes in the morning can save many interruptions throughout the day
- Implementing the “quiet hour” to guarantee blocks of uninterrupted time
- Steps for avoiding telephone interruptions and discouraging drop-in visitors

TIPS FOR WORKING WITH MULTIPLE BOSSES

- Communication is the key—establishing channels among multiple supervisors so they'll know the demands on your time
- How agreeing to the priorities and procedures ahead of time can avoid conflict later
- Time-saving tips for handling messages, mail, telephone calls and visitors for several bosses

WORKING TOGETHER: THE MANAGER/ASSISTANT TEAM

- How to play the valuable role of liaison between the manager and other team members
- How to eliminate the gray areas of responsibility and authority in your position
- How to bring sensitive problems and issues to your boss's attention
- 9 important keys to maintaining an excellent working relationship with your boss

DELEGATION— THE WAY TO MULTIPLY YOUR EFFECTIVENESS

- 7 strategies for successful delegation—even if you think there's no one to delegate to
- How to enlist your co-workers' help on a project by finding a common goal
- How to delegate the right jobs to the right people
- Surprising ways your boss can help you accomplish more

*And there's
so much more—
enroll now
1-800-873-7545!*



IT'S EASY TO ENROLL

- **Online:** Enroll online at www.skillpath.com
- **By Phone:** 1-800-873-7545
- **By Email:** enroll@skillpath.com

Please include:

- Name and mailing address
- Session you wish to attend
- Your VIP number as it appears on your mailing label
- Approving manager
- Billing information

- **By Mail or Fax:**

SkillPath Seminars
P.O. Box 804441
Kansas City, MO 64180-4441
Fax: 1-913-362-4241

*Open the door to
more responsibility,
more respect
and greater job
satisfaction—
enroll now!*

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.



6900 Squibb Road • P.O. Box 2768 • Mission, KS 66201-2768
a division of the Graceland College Center for Professional
Development and Lifelong Learning, Inc.

NONPROFIT ORG.
U.S. POSTAGE
PAID
Graceland College Center
for Professional Development
and Lifelong Learning, Inc.

Time-Sensitive Material

SEC #06171 A
Printed in the USA



THE INDISPENSABLE ASSISTANT

An Empowering One-day Seminar
for Secretaries, Administrative Assistants
and Support Staff

HOW TO
ACHIEVE
THE
RESULTS
YOU WANT
AND WIN
THE
RESPECT
YOU
DESERVE



© SkillPath®

TO ENROLL, CALL TOLL-FREE **1-800-873-7545**