

Administrative Support Conference

8:30-9:00	Registration, Continental Breakfast		
9:00- 9:15	Welcome and Overview for the Day		
Session I 9:15-10:30	<p><b>1. EFFECTIVE BUSINESS WRITING</b> By <b>Melissa Smith</b>, President Tandem Associates Learn key elements of successful and effective business writing. Techniques of editing, proofreading and simplifying the writing process are stressed. Learn to make writing a memo or business letter as "painless" as possible.</p>	<p><b>2. ADMINISTRATIVE SUPPORT PERSON AS OFFICE MANAGER</b> By <b>Linda Ernst</b>, President Training Resource Inventory your skills as an office manager who directs the work of others and carries a full workload of your own. Learn techniques to help you give up the "perfectionist" trap for achieving excellence. Learn how to gain cooperation from others without being seen as pushy and demanding. <a href="#">NEW</a></p>	<p><b>3. BE YOUR OWN CAREER COACH</b> By <b>Kathleen Terry</b>, President Participative Management Resources Where is your career going? How can you develop new skills to be more productive and successful in your current position while you prepare to enhance your career? Take inventory and identify what image you project to others.</p>
10:30 - 10:50	Refreshment Break		
Session II 10:50 – 12:05	<p><b>4. GOT A MINUTE?</b> By <b>Melissa Smith</b> Create and record accurate minutes as the official record of a business meeting. Identify how to partner with the meeting leader and streamline the meeting documentation process. Techniques for planning the meeting as well as recording and developing documentation are covered. <a href="#">NEW</a></p>	<p><b>5. BUILD CONFIDENCE AND SUCCESS</b> By <b>Linda Ernst</b> How does your perception of who's in control determine what happens to you at home and work? Set yourself up for success. Learn four steps to gain more confidence. Identify how to reach your goals.  <a href="#">NEWLY REVISED</a></p>	<p><b>6. WORK TOGETHER EFFECTIVELY IN DIVERSE TEAMS</b> By <b>Kathleen Terry</b>, President Participative Management Systems What assumptions and expectations do you make about people who are not like you and how does this impact the way you interact? Identify the behaviors and attitudes that are required to be effective in a diversified team environment.</p>
12:05 – 2:20	<p><b>Luncheon and Luncheon Presentation</b> <b>COPING WITH STRESS IN TIMES OF CHANGE</b> by <b>Linda Ernst</b> Identify personal stressors from the multiple demands of change. Find healthy strategies to cope with the effects of stress and strain. Get a fresh perspective on the same old routine.</p>		<a href="#">NEWLY REVISED</a>
2:20 – 2:40	Refreshment Break		
Session III 2:40 – 4:00	<p><b>7. EFFECTIVE COMMUNICATION: KEY TO IMPROVED PRODUCTIVITY</b> By <b>Melissa Smith</b> Learn the techniques to successfully enhance communication with those at work. Identify elements of your style that improve productivity. Learn to hurdle communication obstacles and build winning relationships.</p>	<p><b>8. CHANGING PROBLEMS INTO OPPORTUNITIES</b> By <b>Kathleen Terry</b> Identify skills to be more effective and gain recognition as a vital link in the organization. Learn to analyze problems, develop alternatives and implement solutions. Get the "go ahead" for plans, identify lines of authority and means of support. <a href="#">NEWLY REVISED</a></p>	<p><b>9. PROVEN TIME MANAGEMENT TECHNIQUES</b> By <b>Jeannie Burch</b> Are time wasters and procrastination robbing you of productive work time? Learn ways to eliminate time wasters and match priorities with key people on your work team. Cope successfully with interruptions that break your routine and take you off track. <a href="#">NEWLY REVISED</a></p>
3:55-4:00	Evaluation and Conclusion		