The Administrative Assistant Development Program

Overview
Offered through The Boston Consortium, this four-part series is full of great techniques to help those who want to become more effective in the advancement of school and department business objectives. The program encompasses the critical components required to insure a rewarding and successful workplace experience for college and university administrators, including communication skills (both written and oral), managing time and data, and creating win-win situations. All this and more will be discussed in this dynamic series.

Requirements
The series will be offered in March; dates are not finalized at this time.

This program requires pre-authorization. Contact Bernie O’Kane email: bernie.okane@bc.edu | phone: ext. 23332, Employee Development Office for more information or to register. Departments will be responsible for the series fee. Depending on how many are registered, and based on past years’ registration, fee will run $650 to $850 for the entire series per participants. Payment is made directly to The Boston Consortium.

Descriptions
The four courses are (full descriptions are on TBC website):

- Developing Proven Techniques for Effective Communication

- Developing Outstanding Customer Service

- Developing Professional Writing Skills

- Developing Effective Management of Paper and Electronic Files

Developing Proven Techniques for Effective Communication
Participants will learn the importance of effective interpersonal communication in their position and how to be more effective as a communicator. We will focus on communicating with influence, developing critical listening skills, interpersonal communication, and managing upward communication in one’s area.

Developing Outstanding Customer Service
Participants will learn the basics of good customer service for both the “internal” and “external” customer. We will focus on the important skills of dealing with difficult people, developing a confident communication style, creating win-win interactions in the workplace, and minimizing the time drains of frequent requests.

Developing Professional Writing Skills
This workshop will help participants develop effective and efficient writing skills. We will identify some effective strategies for getting started and for organizing their writing tasks. We will include guidance on overcoming writing blocks, using e-mail effectively, drafting, proofreading, and editing. Participants will also learn how to “ghost write” for someone else and how to provide effective and “diplomatic” feedback on written documents.

Developing Effective Management of Paper and Electronic Files
This session focuses on the basics of sound organization of both paper and electronic files in one’s office. Participants will learn practical guidance on organizing, labeling, prioritizing, and managing files effectively as well as some practical tips on time management and determining management priorities.