



**Schulich**  
School of Business  
Executive Education Centre

# Extraordinary Administrative Support

*Learn how to adapt to the changing needs of the people and systems you support by building your productivity, interpersonal and communication skills.*

*SEEC Moments of Insight include:*

Setting and managing expectations more proactively, and communicating upwards with more impact when informing and persuading.

Defining “good” and “bad” stress, identifying worst stressors, and controlling and balancing workplace stress with 10 tips.

Distinguishing between responsibility, authority and accountability, and assessing true career skills for career development.



**Register for an Upcoming Session:**

November 25 - 26, 2019  
April 23 - 24, 2020

## Our Participants Say it Best:

*“This has been a wonderful experience. The lessons can be applied at work, but also in every other aspects of my life. I like how this program focuses on a person’s strengths and weaknesses and provides guidelines on how to overcome and face the challenges in the future.”*

**S. Akter,**  
Executive Assistant,  
Morneau Shepell

*“Valued topics that can be applied in day-to-day activities/work habits at both work and home.”*

**S. Camacho,**  
RCAO,  
National Research  
Council

*“This was an incredible seminar! I would recommend this course not only to any and all admin staff, but to the general employee, as much of the techniques and tips can be applied in any job.”*

**F. Yousufzai,**  
Investment Assistant,  
Healthcare of Ontario  
Pension Plan



**Register Today / Complete Details**

<http://seec.online/12396>



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# Extraordinary Administrative Support

Will pay tremendous dividends to both participants and their managers or directors.

## Master new administrative techniques to enhance your everyday performance.

This practical program is designed for professionals who provide administrative support, including supervisors, coordinators, assistants and associates who are responsible for **ensuring smooth, day-to-day business operations**. The course first identifies the critical support functions that administrative professionals provide, and then **engages in extensive skill-building in a variety of areas, ranging from communication techniques to collaboration to productivity tools and problem-solving**. Participants will learn **new productivity approaches for better planning and execution of tasks and projects**.

## Top Take-Aways

1. **Adapt your communications style** to build more productive relationships with managers, colleagues, employees and other internal and external customers
2. **Work smarter** using creative thinking, problem solving and time management approaches
3. **Practice assertiveness techniques** in routine and challenging situations with team members
4. **Convey your message** in conversations and meetings **with more focus and confidence**
5. **Productivity strategies** that you can use every day
6. **Communication skills training, interpersonal techniques, and effective listening skills**
7. **Overcoming barriers** to performance

## Who Should Attend

Anyone who serves in a key administrative role, including:

- Office assistants, office administrators and support managers
- Public sector administrators and administrative assistants
- Executive and personal assistants
- Administrative and project coordinators
- Administrative supervisors
- Customer service administrators

### Working Materials

- Receive an extensive interpersonal skills guide for how to interact with and adapt to different styles more effectively
- Acquire access to an extensive reference material section

## Overview of Learning

### Interpersonal Skills: Dealing Effectively with Different People

- The four people-styles: tendencies and communication tips
- Evaluating your team skills and abilities
- How to establish a strong working partnership with your boss, senior management and others you support

### Learning to Listen Effectively

- Guidelines for listening critically and empathetically to diverse styles
- Tips for enhancing your listening skills with diverse audiences

### Assertiveness, Communication and Problem Solving Techniques

- Assertiveness principles for more effective communication
- Techniques for influencing others with more clarity and diplomacy
- Evaluating new ways to increase your communication effectiveness
- Conveying messages assertively in tense and conflict situations
- The EPM technique for saying "no"

### Productivity Management Principles

- Demands on your time: your personal checklist
- How to cope with constant interruptions
- Charts for effective time planning
- Prioritizing your time while supporting others

### Controlling Workplace Stress

- Identifying your worst stressors, and determining your current stress level

*Continues online*

### Get the whole picture.

Preview complete course content and instructor bio online.

**Complete Details / Register Today**

<http://seec.online/12396>

### More Questions? Get in Touch!

Tel.: 416.736.5079 | 1.800.667.9380  
or email [exceedinfo@schulich.yorku.ca](mailto:exceedinfo@schulich.yorku.ca)

### Dates & Locations:

**November 25 - 26, 2019**  
Executive Learning Centre

**April 23 - 24, 2020**  
Miles S. Nadal Management Centre

### Registration Fee:

\$2,650 + applicable taxes

### Registration Details:

- Tuition includes teaching materials, lunches and refreshments, but not accommodations
- A corporate rate is available at partner hotels
- Programs run from 9:00 a.m. to 4:30 p.m.
- Modules, speakers, topics, dates, fees, and locations are subject to change
- Complete registration details at [seec.online/FAQ](http://seec.online/FAQ)