

TD CONSULTING GROUP's *The Professional Assistant* training program provides practical advice, effective tools, and proven techniques to help administrative assistants elevate their professionalism and communication on the job. The emphasis is on applying techniques to effectively interact with managers and others to achieve mutual understanding and meet performance expectations. (Modules for a one-day program are selected from those below.)

Learning Objectives: By the end of the session, participants will be able to:

- Define professionalism and its major components.
- Understand the long-term benefits of professional behavior.
- Consider different communication styles and effectively use them to enhance professional success.
- Discuss and practice professional communication skills: Listening, Speaking, and Non-verbal Communication.
- Determine, plan, and schedule priorities on a daily and weekly basis.
- Use a simple workflow model to process all incoming work quickly and productively.
- Manage e-mail and telephone communication appropriately and effectively.

PROFESSIONALISM AND YOUR MANAGER

Participants discuss attitude, communication, initiative, and the concept of professionalism as viewed within the culture of the organization. Emphasis is given to understanding each participant's manager in terms of his or her preferences, priorities, work style, and expectations. Participants strategize about building a professional identity for short- and long-term development.

VERBAL AND NON-VERBAL COMMUNICATION

Participants practice techniques to enhance communication skills through courteous verbal usage (with telephone communication emphasized) and proper use of body language, eye contact, and posture. Focus is given to the use of positive words and phrases as opposed to accusatory verbiage. In a small group exercise, participants distinguish the difference between passive, aggressive, and assertive communication.

FOUR COMMUNICATION STYLES

Participants examine the 4 Key Communication Styles: Driver, Amiable, Expressive, and Analytic and how individuals can use this knowledge to improve communication with those of differing styles, particularly their immediate manager. A brief case study provides an opportunity to apply the knowledge back on the job.

TIME AND PRIORITY MANAGEMENT

Participants learn techniques for reducing mind clutter (using David Allen's workflow process), setting goals and establishing priorities, analyzing time planning and scheduling to allow for multi-tasking and crises, tackling e-mail overload, and avoiding procrastination.