




THE CENTRE
 FOR ORGANIZATION
EFFECTIVENESS

“The facts are any successful collaboration between a boss and an assistant is a lot less hierarchical than it looks from the outside... most of the time we were both managing sideways, the way teammates do.”

-Jack Welch
Former Chairman and CEO
General Electric

PROFESSIONAL ASSISTANTS ACADEMY

Dates & Location:

April 18 and May 2, 2012
At Newport Beach Public Library
1000 Avocado Avenue
Newport Beach, CA 92660

Time: 9:00am - 4:30pm

Cost: \$399

Cost Includes: Two Days of Skill Building, Continental Breakfast, Lunch, Academy Notebook, Emotional Intelligence 2.0 book, and Self-Assessment Instruments

At the Professional Assistants Academy you will enhance your skills on what it takes to be a great teammate in addition to boosting your own interpersonal skills. This two-day Academy covers:

- Current Issues - the Big Picture
- Office Politics
- Dealing with Change
- Communication Skills
- Emotional Intelligence
- Business Writing Lab
- Career Management
- Positive Self Image

ACADEMY SPECIFICS

DAY 1: Facilitator: Sommer Kehrli, Ph.D.

Business Writing Lab

- Presentation by a writing expert, utilizing a workbook and writing lab approach covering editing, style, grammar, etc.

Communication Skills

- Reminders about effective communication approaches
- The importance of self-awareness

Emotional Intelligence with Assessment Debrief

- Measures self-awareness, self-management, social awareness, and relationship management
- Skills learned are easy to apply in real-world settings and is strongly linked to job performance

Dealing with Change

- Overview of concepts to help navigate and embrace organizational change
- Role clarification about the changing role of administrative assistants

DAY 2: Facilitator: Trudy Sopp, Ph.D.

Current Issues in the Public Sector - the Big Picture

- Understanding the demographic, socio-economic, political context of the region and public sector organizations

Dealing with Office Politics

- Self-assessment instrument about power bases
- Tips about how to approach organizational politics and typical office dynamics
- Discussion about the importance of understanding the organization's spoken and unspoken values and expectations

Positive Self Image

- Verbal and non-verbal behavior that creates impressions; tips on how to approach one's work life in an effective manner

Career Management

- Highlights of the latest research on careers
- Discussion about how to manage your own career

