

Administrative Professionals As Leaders



Administrative Leadership Series Summary

The Administrative Leadership Series (ALS) is an innovative development program designed specifically to meet the evolving development needs of administrative professionals. The overall objective of this four-day series is to examine what it means to be a leader in an administrative role. This lively series utilizes case studies, videos, role-playing, and group exercises to explore issues that face this employee population daily.

Administrative Leadership Series Objectives

- Provide a forum to explore leadership potential and opportunities.
- Provide an opportunity for networking with other administrative professionals.
- Learn personality preferences and how they influence behavior.
- Explore the benefits of teamwork.
- Develop new perspectives to solve old problems.
- Understand direct communication and how to communicate more effectively with others.
- Learn the importance of understanding your company and the importance of involvement.
- Gain confidence in managing a project.

ALS Four-Day Session Summaries

Session I **Leadership & You** (1 day)

In today's fast-paced business environment, an administrative professional can no longer be in reactive mode and simply take directions from others. Administrative professionals have an ever-increasing range of responsibilities and are critical members of the team. This introductory program, and the programs that follow in the series, will help legal participants meet these challenges and succeed in the rapidly changing world of work.

Topics include:

- Personal leadership attributes
- Situational leadership and empowered decision making
- Philosophy of work
- Your firm's organizational chart, core values, and business
- Exploring change
- What makes a team
- Embracing all styles - Myers Briggs Type Indicator

Session II **Leadership At Work** (1 day)

This lively workshop offers techniques that will help administrative professionals apply their leadership attributes on the job. Participants learn the latest methods for communicating professionally with managers and peers, how to address and solve problems effectively and how to organize mundane aspects of the job to free up time for more important activities.

Topics include:

- The value of changing perspective
- Exploring personal organizational styles
- Problem solving - divergent and convergent thinking
- Identifying the daily causes of stress
- Stress reduction techniques
- Sharpening your telephone image
- The client service model and effective communication
- Passive, aggressive, and assertive communicators

ALS Four-Day Session Summaries (continued)

Session III

Complete Communication

(1 day)

Communication skills have always been a key factor of any organizational role. Much of good communication has to do with the confidence of knowing how to communicate. This course examines several of the major components of communication while providing a balance between theory and practice.

Topics include:

- The communication model
- Barriers to effective communication
- Listening skills
- Johari window - as others see us
- Nonverbal communications
- Communication style - feedback from others
- Assertiveness skills - real life role play
- Negotiation skills - planning for win-win outcomes

Session IV

Basics of Project Management

(1 day)

Basics of Project Management offers a systematic look at how to prioritize the challenges of managing a major project within an organization. This one-day, introductory course demystifies the role of a project leader by covering the project life cycle in detail, specifically the planning and monitoring tools. Participants leave this course with an increased confidence level as a result of practice gained through the case study approach.

Topics include:

- Definition of a project
- Project leadership - what it takes
- Recruiting the project team
- The project management life cycle
- Setting project objectives
- Work breakdown structure
- PERT and GANTT charts
- Project closeout
- Putting it all together - project simulation

About Holt Learning

Holt Learning was founded in 1983 as a full-service learning firm serving Fortune 500 clients, governmental agencies and professional services firms worldwide. *Our mission is to continue being known as the most responsive and creative partner providing the highest value learning experiences and related services that our clients have ever known. We promise only what we can deliver, and we shall do what we promise exceptionally well.*

HOLT is comprised of highly qualified, experienced training professionals strategically located across the United States and Europe, and an experienced and committed consulting and administrative staff located at our headquarters in New York City. We offer a wide selection of proven, instructor-led, classroom and Internet-based programs. We develop custom programs for clients that provide uniquely tailored learning experiences. We provide both synchronous and asynchronous e-learning experiences.

We train at our clients' facilities, at our facilities in New York, at third-part facilities and via the worldwide web. We work with clients to form long-lasting partnerships. Our success is our clients' success.

Our network of clients is comprised of industry leaders in financial services, pharmaceuticals, government, insurance, manufacturing, utilities and professional services. Ample references are available. For a detailed look at Holt Learning, please visit our website.

Location



Holt Learning's Conference Center
245 Fifth Avenue in New York City

For information on this series or others, contact Suzanne Hawley at 212•689•6620, Ext. 25, or at:

shawley@holtlearning.com



245 Fifth Avenue - Suite 1802
New York, NY 10016
212 • 689 • 6620

www.holtlearning.com

[Click here](#) for a printable Holt Learning brochure.