

**The University of Toledo**  
**College of Business Administration**  
**Executive Center for Global Competitiveness**

**THE INDISPENSABLE ASSISTANT**

### Program Overview

No matter what your title—secretary, administrative assistant, management assistant, or support staff—this program is essential for developing new skills and gaining new tools that will lead to increased effectiveness and productivity.

As an administrative assistant, you are a contributor to the executive team as an information center, a negotiator, a diplomat representing your manager, a coordinator, and the heart of the office. But because of increasing demands on your job, new skills, knowledge, and competencies are constantly being required. These demands require self-confidence, decision-making ability, creativity, and problem solving skills. This seminar will offer insights into some of the newer roles you are being asked to play—as conflict manager, as communicator, as standard setter, and as team player. The ideas and techniques are geared to enhance both your own and your organization's professional excellence.

### Program Objectives

During this program, participants will learn how to:

- Identify the key qualities of a professional assistant
- Assess their ability to manage themselves
- Communicate assertively and project more personal power
- Avoid the nonverbal messages that undermine their assertiveness
- Recognize and overcome their personal productivity roadblocks
- Determine which are the true priorities when everything seems important
- Juggle multiple projects and bosses
- Handle the interruptions that sabotage their productivity
- Develop and maintain excellent working relationships with their bosses

### About the Instructor

**Debra A. Smith** is a nationally respected consultant, speaker, and seminar leader. Her subject is professionalism—a composite of respect for the organization, respect for the people it serves, and respect for oneself. She develops this professionalism in her listeners, thereby enabling employees to reach their highest potential within the organization. People who attend her seminars gain new insight and direction, reinforced by effective skills that greatly enhance their performance. Every year Debra travels to over 100 cities in the United States and Canada to deliver her seminars on communication, time management, conflict resolution, and customer relations. Her seminars are skillfully designed to meet the needs of managerial, supervisory, and support personnel. She has trained over 450,000 people from organizations in the private sector and government as well as in numerous colleges and universities.

### Program Agenda

#### Part 1—Assessing Your Professional Self

- Recognizing your strengths as a professional assistant
- How to manage yourself—the 7 keys to success
- Evaluating your effectiveness and projecting a professional image

#### Part 2—Achieving Results Through Assertive Communication

- The three communication styles—nonassertive, aggressive, and assertive behavior
- How assertive communication saves time without harming relationships
- Guidelines for assertive word choices and responses
- The power of body language—getting your message across nonverbally

#### Part 3—Getting Organized and Staying That Way

- The most popular time management problems
- How the “80/20” rule will help you identify your most important tasks
- Planning—the key to getting the most out of each day
- The 4 categories for putting your priorities in order
- 3 essential planning tools for greater productivity

#### Part 4—Managing Multiple Priorities and People

- Tips for getting to your “high priority” items
- Working for more than one boss—the balancing act
- How to keep track of disappearing bosses
- 8 ways to reduce, control, and eliminate paper
- Strategies for managing interruptions from drop-in visitors, coworkers, and bosses
- Telephone and e-mail interruptions—are you managing them or are they managing you?
- 5 steps for setting limits and saying “no” successfully
- Successful delegation—how to do it, even if you think there's no one to delegate to

#### Part 5—Creating and Maintaining Effective Partnerships

- How to gain recognition and credibility as a key member of the management team
- What to do and say when bringing sensitive problems and issues to your boss's attention
- 9 ways to improve teamwork between you and others
- The real test—rating yourself as a team player

*If you wish to tailor this program for onsite training at your company, please contact Carrie Herr, the Director of ECGC, via email at [carrie.herr@utoledo.edu](mailto:carrie.herr@utoledo.edu) or by calling 419-724-2591.*