



# ADMINISTRATIVE PROFESSIONAL CERTIFICATE

TAUGHT BY INDUSTRY EXPERTS IN CONVENIENT, COMPETENCY-BASED WORKSHOPS, this college-level program will bolster your professional skill set and ability to achieve personal success. Each highly interactive session explores the latest best practices in the field, provides practical experience, and clearly defines the administrative role and requirements to maximize performance. The program also demonstrates how effective administrative support impacts the productivity and profitability of an organization and its teams.

## ADMINISTRATIVE PROFESSIONAL CERTIFICATE

- ✓ gain essential skills and the latest office practices
- ✓ increase productivity, effectiveness, and professional value
- ✓ professional training from industry-experienced instructors
- ✓ program is applicable to a wide range of industry settings

The training program consists of five eight-hour workshops. Training is scheduled to allow candidates time between sessions to apply learned skills before attending the next workshop, where questions and outcomes can be discussed.

## WORKSHOPS

- Achieving Personal Effectiveness
- Better Business Writing
- Effective Interactions
- Introduction to Project Management
- Problem Solving Techniques

“I will be able to take this learning experience back to my job and use it effectively.”

“The topic was relevant to my work and personal life. I enjoyed the interactive manner in which the class was run.”



## WORKSHOP DESCRIPTIONS

### Achieving Personal Effectiveness

High-performing organizations have focused employees who effectively manage their work and are resilient in the face of everyday challenges. In this interactive workshop, you'll explore professional and personal skills to help you function at your very best. This includes how to focus on what's important in your daily activities and self-care skills to manage stress and demands. You'll also be provided time to identify and practice skills: how to set goals, prioritize, manage activities and time, communicate with people, and find meaning in your work each day.

### Better Business Writing

Writing is a key means of communicating and demonstrating professionalism on the job. This highly interactive one-day program is designed to help the business communicator improve writing skills. Topics include preparing and organizing ideas, understanding the needs of the reader, avoiding common grammar and spelling mistakes, and editing. Participants have the opportunity to create and edit their own documents.

### Effective Interactions

In the workplace, effective interaction skills are critical to building strong relationships, engaging people, and solving problems. This one-day interactive workshop focuses on two core skills: listening and assertive communication. You will self-assess and practice skills, explore the power of listening effectively and being direct, and plan for productive ways to engage people and get results.

### Introduction to Project Management

This exciting, one-day introductory program explores the basic skills necessary to become an effective project manager, including meeting management/leadership concepts. Working within the Project Life Cycle (Initiation, Planning, Execution, and Closure), you'll learn and apply tools that support successful execution.

### Problem Solving Techniques

Solving a problem is a process: Define the issue, sort symptoms from causes, generate ideas, make sound decisions, implement the solution, and monitor outcomes to ensure success. This one-day workshop provides a critical-thinking framework to approach problems and decisions in systematic and creative ways. Learn when to solve a problem on your own or benefit from group problem solving. In this interactive program, you will practice and identify practical ways to apply skills every day in the workplace.

## REGISTRATION

For your convenience, each workshop is listed separately in our registration database. Simply schedule as time permits and in the order you desire. After completing the five workshops, you will automatically receive your Administrative Professional Certificate.

Please visit [www.northampton.edu/CBIWorkshops](http://www.northampton.edu/CBIWorkshops) or click on the QR code to access the course catalog and register for workshops.



#### *I am registering for workshops:*

Select the desired workshop(s) and complete the online registration. Please note: credit card payment is due at the time of registration.

#### *I am registering colleagues for workshops:*

Purchasing seats for others? If using a credit card, find desired workshop in the catalog, and choose **Register Others**. Purchasers will add contacts to their account to register others for workshops.

#### *I prefer to be invoiced for workshops:*

To register as an affiliate organization and receive an invoice for payment, simply go to [northampton.edu/business](http://northampton.edu/business) and choose **Affiliate Organizations** on the side menu.