

# The Administrative Assistant, First Edition

**Course Number:** AX084-063SG

**Days:** Self Study

**Description:** Today, the administrative assistant operates at a high level, often reporting to more than one person. Learn vital skills such as how to anticipate needs, be a communication liaison, act as a project manager, and operate as your boss' information manager.

## Topic-Level Outline



### **Introduction:**

- Who Is the Administrative Assistant?
- Checklist of Responsibilities

### **Chapter 1: Wearing Many Hats**

- Managing Multiple Roles
- What Hats Do Others See You Wearing?
- What Your Manager Expects

### **Chapter 2: Assisting the Manager**

- Are They Lost Without You?
- Anticipate Needs
- Act as a Communication Liaison
- Making the Connection
- Act as a Communication Buffer
- Take Over Projects for Your Boss

### **Chapter 3: Supervising Office Operations and Support Staff**

- Are You Ready to Be a Supervisor?
- Supervisory Skills Self-Assessment
- Seven Supervisory Challenges

## Course Outline

### **Chapter 4: Providing Information**

Are You a Wealth of Information?

Developing the Detective Hat

Sharing the Information

### **Chapter 5: Special Concerns of the Administrative Assistant**

Personal Requests

Work Overload

Dealing with Interruptions

Supporting Two or More People

Conclusion

---