

Professionalism in the Office

Course Overview

This course teaches students about positioning yourself as a professional, enhancing your professional image, expanding your skills, communicating for results, and building relationships and networks.

<u>Course Introduction</u>	2m
Course Introduction	
<u>Lesson 01 - Positioning Yourself as a Professional</u>	20m
Topic A: Attitude in the Workplace	
What is Attitude?	
Administrative Assistant's Responsibility	
Professional Behaviors	
Task Oriented Behaviors	
Your Attitude and Your Job	
Topic B: Professionalism	
What is a Professional?	
How to Project Professionalism in the Workplace	
Topic C: Making Changes through Personal Accountability	
What is Accountability?	
Developing an "Entrepreneur" Attitude	
Practicing Personal Accountability	
Create a Plan for Making Changes	
Taking Action	
Lesson 01 Review	
<u>Lesson 02 - Enhancing Your Professional Image</u>	17m
Topic A: Your Image as a Whole	
Assessing Your Image	
The Benefits of a Professional Image	
Authenticity	
Updating Your Office Skills	
Topic B: Becoming More Marketable	
Personal Appearance	
How to Sabotage Your Image	
How to Project a Professional Image	
A Professional Workspace Presentation	
Topic C: Communicating and Image	
Communicating in Person	
Non-Verbal Communication or Body Language	
Building Credibility	
Remaining Politically Correct	
Lesson 02 Review	

Lesson 03 - Expanding Your Skills

23m

Expanding Your Skills
Enhancing Your Role
Topic A: Time Management
Tips for Meeting with Your Manager
Prioritizing Work Overload
Prioritizing Your Tasks
Time-Management Tips
Setting Priorities
Group Tasks for Greater Efficiency
Identify Your Stressors
Turn Your Telephone into a Time-Management Tool
Long-Range Planning
Topic B: Project Management Techniques
Using Project-Management Techniques
Planning Steps
Staying Organized
Topic C: Making Decisions
Decision Making in Six Easy Steps
1. Gather Information
2. Identify Options
3. Test Each Option Against the Situation
4. Make a Decision, Inform Others, and Note Who is Responsible
5. Take Action on Your Decision
6. Build Feedback Vehicles to Assess the Effectiveness
Rate Your Decision Making Skills
Lesson 03 Review

Lesson 04 - Communicating for Results

42m

Topic A: Keys to Effective Communication
Keys to Effective Communication
How Well Do You Listen?
Active Listening
Reflecting Feelings
Check Interpretation
Show Comprehension
Paraphrasing
Requesting More Information
Summarizing and Responding
Listening and Responding
Writing Clearly
Professional Communication Skills
Use "You" and "I" Messages
Writing in Confidence
Writing Emails
Common Business Writing Errors
Conveying Bad News Tactfully
Topic B: Presentations
Effective Presentation Skills
1. Give a Few Introductory Remarks

2. Develop a Clear Preview Sentence of Your Main Points
3. Deliver the Body of the Presentation
4. Review the Main Points
5. Conclude the Presentation
Using Laptops and LCD Panels Effectively
Tips for Using Laptops or LCDs
Techniques for Videoconferencing
Topic C: Meetings
Planning for Meetings
Ten Key Statements for Effective Facilitation
When Your Manager Travels to a Meeting
Before the Trip or Meeting
After the Trip or Meeting
Lesson 04 Review

Lesson 05 - Building Relationships and Networks

31m

Topic A: Work and Your Personality
Interpersonal Skills
Understanding Your Personality
Assertiveness
How to Be More Assertive
Receptiveness
How to Be Receptive
Topic B: Networking
Building a Network
Two Types of Network Approaches
Why Do You Need a Network?
Making a Good First Impression When Networking
How to Build a Network and Keep it Alive
Topic C: Roles in the Office
Common Sources of Conflict
Benefits to Resolving Conflict
6 Easy Steps to Conflict Resolution
The Manager's Role
What Makes a Good Manager?
Tips for Establishing a Good Rapport with Your Manager
Limiting Interruptions
Learning to Ask for Help
Lesson 05 Review
Course Closure

Total Duration: 2h 16m