

Tidewater Community College

Skills for Success: A Guide for Secretaries and Administrative Assistants

(BUSC 1528)

Course Introduction and Objectives: This course will enable students to strengthen their decision-making, interpersonal communication, listening, people and time management skills. Topics include: (1) apply successful strategies for defusing negative and emotional confrontations; (2) respond non-defensively and constructively to criticism, and (3) double your personal productivity using seven proven techniques. After completing this course you'll project a more confident, more capable take-charge attitude - one that commands respect. This course is presented by Tidewater Community College in cooperation with the American Management Association (AMA).

Textbook: *Skills for Success: A Guide for Secretaries and Administrative Assistants*, by DeAnne Rosenburg, American Management Association, Saranac Lake, NY, ISBN: 978-0-7612-1388-8, 2001.

Teaching Methods: This course will be taught in a participative lecture format that includes class discussion and problem solving.

Course Schedule:

<u>Topic</u>	<u>Subjects Covered</u>
1-4	<u>Decision Making and Problem Solving in Difficult Times:</u> A basic model for decision making, alternate decision-making strategies, and involving others in my decision making. Followed by a Recap and Review questions. <u>Organizing Yourself to Expand the Time Available:</u> Designing a cost/benefit analysis, determining task categories, developing a personal time-use strategy, using the to-do list for maximum effectiveness, the secret to multiplying your energy, setting priorities, and time wasters and their solutions. Followed by a Recap and Review questions.
5-8	<u>Engineering Flexibility in the Face of Change:</u> Why there are so many changes today, why people resist change, how to avoid resistance to change, and introducing change. Followed by a Recap and Review questions. <u>Working in Harmony with Different Personalities:</u> Identifying the three personal styles, and using style information to improve communication. Followed by a Recap and Review questions.
10-15	<u>Communicating Effectively with Difficult People:</u> Communicating effectively is really about listening, the empathetic response, recognizing when communication lacks clarity, the listening channels, and barriers to communication. Followed by a Recap and Review questions.

- Speaking Assertively with Confidence, Courtesy, Courage, and Poise: Your assertive rights, body language: how to “telegraph” your state of mind, finding where it is difficult to be assertive, identifying the differences between assertive, aggressive, and unassertive behavior. Following by a Recap and Review questions.
- 16-20 Dealing Effectively with Criticism and Manipulation: Criticism, manipulation through guilt, manipulation through criticism, and dealing substantively with criticism. Followed by a Recap and Review questions.
- Growing Professionally: Becoming a More Capable Business Person: Deciding where you want to go on your job and in your career, goal setting, using the boss as your personal coach, and growing the current job into something more important. Followed by a Recap and Review questions.
- Final Examination: The First Examination, The Practice Case, the Practice Solution Case and The Examination Case.

Continuing Education Units (CEUs): Upon completion of this course students are awarded 2 CEUs, and a Certificate of Completion in Administrative Professionalism.

Continuing Occupational-Technical Education: Students completing this course are encouraged to complete the follow-on and more extensive Career Studies program in Skills for Success: A Guide for Secretaries and Administrative Professionals.