

Management Skills for the 21st Century Admin

A 90-Minute Audio Conference for
Administrative Assistants,
Secretaries, and Office Support Staff

Featuring **Helen Wilke**

PRESENTED BY

**The Office
Professional**

Position Yourself as a Professional

- **Your personal image**
- **Your environment**
- **Your reputation**

What you can do

- **List the personal attributes of an administrative PROFESSIONAL as you see them**
- **Does your image fit?**
- **Does your workspace say “professional”?**
- **Do you live up to your commitments?**

Keeping your head above water

- **Are you overloaded? How can you tell?**
- **Start by organizing your current situation:**
 - Manage your space
 - Manage your time
 - Manage your paper

Manage your space

- **Organize your things according to the way you use them**
- **The “kindergarten layout”**

Resource: “Organizing from the Inside Out”

book by Julie Morgenstern (available from Amazon.com or major bookstores)

Manage your time

- **Make a realistic time schedule**
- **Don't just note tasks: block off time to do them**
- **Color coding for those with more than one boss**

Manage your paper

- **The myth of the paperless office**
- **Three options for each paper:**
 - File it
 - Act on it
 - Discard it

Resource: The Paper Tiger

software that lets you find anything in your office in 5 seconds!

<http://www.thepapertiger.com>

What you can do

- **Analyze your work space. If it doesn't serve you, reorganize it. If you really need help, read "Organizing from the Inside Out"**
- **For every task you must do, or you commit to do, block off sufficient time to do it**
- **Clear your clutter every day**

Emotional Intelligence

• What is it?

- The awareness of one's emotions and the ability to manage them in a healthy, productive manner

• Do you

- Fly off the handle or remain calm?
- Treat everyone fairly or play favorites?
- Sulk or “get over it”?

The Laws of Influence

- **There are seven, but we'll focus on these two:**
 - The Law of Authority
 - The Law of Liking

The Law of Authority

- **Can be real or perceived**
 - Can be secondary or reflected
- **To wield authority you need credibility**
 - Trust + expertise = credibility
- **Here's a secret weapon...**

Speaking to Influence

- **Words**
- **Delivery**
- **Body language**

Words

- **Expand your vocabulary**
- **Address people by name—and pronounce them correctly**
- **Take credit as well as responsibility for what you do**
- **Always be polite and considerate**
- **Avoid hedging phrases and tag questions**
- **Don't exaggerate**

Delivery

- **Pitch, pace and volume**
- **“Tape and ape”**

Body language

- **You have a right to your space!**
- **Smile—sometimes**
- **Emulate good role models at work**

What you can do

- **Listen to yourself**
- **“Tape and ape”**
- **Become aware of your body and your facial expressions**
- **Use a dictionary to expand your vocabulary**
- **Read a good newspaper or business magazine at least once a week**

The Law of Liking

- **We're more likely to co-operate with someone we like**
- **How to be likable**

Resources: "Influence: The Psychology of Persuasion"

book by Robert Cialdini, available from Amazon.com or major bookstores

"How to get people to do what you want without bribery, blackmail or a magic wand!"—CD recording of my own live teleseminar.

<http://www.mhwcom.com/pages/magicwandbundle.html>

Critical thinking



Critical thinking analysis

- **Fact, opinion or propaganda?**
- **Bias**
- **Ignorance**

Critical thinking summary

- **Is it true?**
- **Do I *really* know it's true?**
- **What do I base this belief on?**
- **Do I trust the source?**
- **Why do I trust the source?**
- **If it is true, what does it really mean?**

Empowering words

- **Where did you hear that?**
- **What makes you say that?**
- **I think I have a better way of doing this**
- **How will it help if I do that?**
- **Did you mean to be insulting?**
- **Do you realize you're shouting?**
- **When you...I feel...I'd like**
- **I'm not clear about what you want**
- **Is this what you want me to do?**

Resource: "Power Phrases" by Meryl Runion

<http://www.speakstrong.com>

Want to move into management?

- **Get yourself on project teams**
- **Define and expand your role**
 - From “doer” to “facilitator”
- **Use minute-taking role to your advantage**
- **Prepare in advance for the next project**
- **Be your own PR agent!**

