

## **Partnering with Your Boss: Strategic Skills for Administrative Professionals**

### **Seminar Outline**

#### **► Overview:**

This seminar is designed to provide you with master techniques for effective goal setting, prioritizing, planning, decision making, as well as relationship building and listening. It allows you to learn how to communicate confidently and assertively, and to develop and use power and authority. You'll return to work better able to support your organization/boss's goals, adapt to various communication styles to successfully influence and work with your boss and others, establish trust, credibility and authority to strengthen your relationship with your boss, proactively manage tasks that impact on your boss's productivity, and represent your boss in various situations.

#### **► Objectives:**

The seminar aim is to help administrative professionals:

- **Defining Your Strategic Partnership**
  - Identifying the characteristics of effective partnering
  - Taking on the role of partner
  - Creating a profile for your partnering relationship with the boss
  - Using a Partnering Goals Chart to define your roles as a partner
- **Understanding Your Boss (and Yourself); Anticipating Your Boss's Needs**
  - The impact of behavioral style on your partnership
  - Anticipating planning and the need for good communication
  - Best practices: active listening, feedback and questioning skills
- **Becoming an Effective Gatekeeper**
  - Decision making
  - Supporting your boss through information flow management
  - Exerting your authority through good decision-making
  - Overcoming the barriers to decision making
- **Establishing Ethical Boundaries**
  - Expanding your partnering relationship
  - Prioritizing your ethical obligations and resolving ethical dilemmas
  - Learning how to use the 5 Ps to prepare for presentations
  - Influencing the boss and others

► **Who should attend:**

This seminar is designed for:

- Senior Administrative Support Staff
- Executive Secretaries
- Administrative Assistants
- Staff Assistants
- Executive Assistants.

► **Structure:**

18 hours to be carried out over 3 days including presentation, supporting documents, and interaction with highly experienced and qualified people from the field.

► **Contents:**

This course presents the principles and techniques for effective strategic skills for administrative professionals,

It covers:

- Defining Your Strategic Partnership
  - Identify the characteristics of effective partnering and use these features to create a profile for your partnering relationship with the boss
  - Define your roles as a partner by completing a partnering worksheet/planner
- Understanding Your Boss (and Yourself): A Study in Behavioral Styles
  - Identify your own behavioral style preferences
  - Identify your boss behavioral style and build a better working relationship
  - Identify how to build trust with each type of behavioral style and make a trust building plan to incorporate with your boss
  - Demonstrate the best way to communicate with bosses, peers, or employees Whose Style Preferences Differ from Yours
  - Describe the concept of different work styles and determine how you and your boss complement one another
- Anticipating Your Boss' Needs with Good Communication Skills
  - Choose and apply the active listening skills that will allow you to anticipate the boss' needs by completing a communication assessment and enacting a listening skills experiment
  - Create a list of Best Practices for Active Listening, Feedback, and Questioning Skills
  - Begin gathering information to help you start anticipating the boss' needs more accurately



- **Becoming an Effective Gatekeeper by Managing Information Flow**
  - “Manage Up” by being conscious of information flow
  - Clarify what Gate keeping means in terms of controlling and supporting information flow
  - Negotiate to use your skills as a Gatekeeper more effectively by getting either more information to manage or more authority to handle the information you are already working with
  - Solve information flow problems at work
- **Decision Making with and for the Boss**
  - List the barriers to decision making
  - Use four new decision-making tools
  - Establish decision-making ground rules to apply when either you or your boss are the “Partner-in-Absentia”
  - Organize your office and communicate with your boss so s/he can find What s/he needs when you are out of the office
- **A Trusted Partner: Establishing Your Ethical Boundaries**
  - Recognize and respond to unethical behavior
  - Define and prioritize your ethical obligations
  - Establish Your own ethical boundaries
  - Use questions to help resolve ethical dilemmas
  - Access written documents outlining legal and ethical behaviors and use that information to determine your course of action when responding to unethical behavior in others
- **Aligning and Expanding Your Partnering Relationship**
  - Synergize and practice new Feedback-seeking and informative speaking skills by Planning a Work Review or Project Update Presentation
  - Apply influencing and persuasive communication skills in planning and delivering a business case presentation

Throughout the seminar there will be opportunities for questions, and where appropriate, case studies will be discussed.