

ESSENTIAL SKILLS FOR ADMINISTRATIVE PROFESSIONALS CERTIFICATE PROGRAM



NLC LIVE Online™



**NORTHERN LAKES
COLLEGE**

**CONTINUING EDUCATION &
CORPORATE TRAINING**

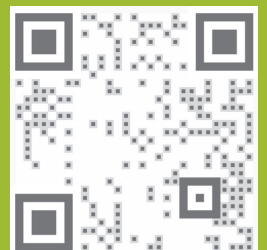
Register Online Today!

www.northernlakescollege.ca/cect

cect@northernlakescollege.ca

780-849-8623

Office Hours: Monday to Friday 8:15 a.m. - 4:30 p.m.



ESSENTIAL SKILLS FOR ADMINISTRATIVE PROFESSIONALS

Same quality of instruction as a traditional classroom delivered in an online environment .



ESSENTIAL SKILLS FOR ADMINISTRATIVE PROFESSIONALS

The Essential Skills for Administrative Professionals Certificate program focuses on the skills that are relevant to administrative professionals who need to manage their time, engage with customers, and communicate effectively.

Receive an Essential Skills for Administrative Professionals Certificate upon completion of the following:

- Minute Taking
- Communication – Getting the Message Across
- Managing Time – Scheduling People, Paper and Priorities
- Clear and Concise Business Writing
- Resolving Conflict – Reaching Agreement at Work
- Delivering Exceptional Customer Service
- Solution Focused Thinking
- Telephone Skills and Email Etiquette
- Planning an Event or Small Project

MINUTE TAKING

Course Code: AA003

This six-hour course is for people who are responsible for taking minutes in meetings. Topics will include agenda preparation, minute taking styles and formats for different types of meetings, some basics on Rules of Order and motions, what to keep in, what to leave out and more. You will learn how to:

- Coordinate meetings
- Take minutes at formal and informal meetings
- Edit the minutes without altering content
- Present, distribute and maintain the minutes most effectively

COMMUNICATION - GETTING THE MESSAGE ACROSS

Course Code: ES115

Effective communication is the cornerstone of great leadership. Technical expertise is not enough; your success as a leader is dependent upon your interpersonal communication skills. This course will teach you how to send and receive clear messages that minimize confusion and emphasize understanding.

- Communicate respectfully and effectively
- Use active listening skills
- Choose appropriate communication strategies for challenging situations
- Design clear messages and instructions
- Increase communication at all levels of your organization

This course is part of the Essential Skills for Supervisors Certificate Program.

This course is approved for: The "Achievement in Business Competencies" (Blue Seal) program through the Alberta Apprenticeship and Industry Training Department. For more information on the Blue Seal Program go to: <http://tradesecrets.alberta.ca/experiencedworkers/business-competencies>

0.4 Continuing Education Unit Credits for Alberta Environment Water and Wastewater Operator Certification Program. For more information on the Certification Program including approved CEUs go to:

<https://www.alberta.ca/water-wastewater-operator-certification.aspx>



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Training Specialty

MANAGING TIME – SCHEDULING PEOPLE, PAPER (DIGITAL), AND PRIORITIES

Course Code: ES100

Do you feel like you are drowning in a sea of never-ending demands on your time, continually trying to do more with less? Explore ways of working smarter so that you can proactively manage the people, paper and priorities that come your way. This course will teach you techniques to get control of your time and organize your workday so you can effectively supervise employees, minimize interruptions and still get your own work done!

- Use proven time management and scheduling techniques
- Prioritize multiple objectives and tasks
- Eliminate time wasting activities
- Deal with interruptions effectively
- Apply methods of effective project management
- Conduct efficient meetings

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CLEAR AND CONCISE BUSINESS WRITING

Course Code: AA002

Good business writing leads to good business decisions which leads to good business. This course emphasizes business writing (letters, memos, emails, documents, web material) with the reader and readability in mind. In this six-hour LIVE online course you will focus on new formats, writing style, tone, clarity, conciseness and results while exploring new skills and time saving approaches.

- Spend less time writing and more time communicating
- Motivate and persuade readers to take action
- Develop an active, objective and powerful writing style
- Write sensitive or negative messages in a positive way
- Understand the importance of word choice
- Understand the role, importance and techniques for proper editing
- Prepare written information with objectivity and a results perspective

RESOLVING CONFLICT- REACHING AGREEMENT AT WORK

Course Code: ES135

Any time people work together differences of opinion, approach and priorities are inevitable. As a supervisor, you often have to deal with the fallout. In this course you will learn to maximize the opportunities created by differing ideas while reducing the potential for destructive conflict that results in anger, withdrawal or damage to morale.

- Recognize the benefits of healthy conflict
- Identify the principles and steps for managing conflict
- Anticipate behaviours based on understanding thoughts and feelings
- Explore a variety of conflict resolution approaches and match them to the situation
- Use a 4-step approach to managing anger
- Conduct conflict resolution meetings

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**REGISTER
EARLY AND
SAVE**



DELIVERING EXCEPTIONAL CUSTOMER SERVICE

Course Code: AA001

Customers today have high expectations. They are more demanding and less patient. Providing a positive, productive and proactive response is the key to exceptional customer service. Service skills always require updating, careful analysis, review and practice. This course examines the key to exceptional customer service by emphasizing the importance of first impressions, a positive service image and a customer focused approach.

- Develop a positive approach to dealing with customers
- Use responsive customer service skills
- Help customers to understand changes in service
- Keep your customer satisfied when explaining complex policies
- Respond to demands for service with the best use of resources

SOLUTION FOCUSED THINKING

Course Code: AA115

A busy workplace is a system in constant change. Problem solving calls for critical thinking, risk management, trouble shooting and a focus on solutions that will work for the group as a whole. This two-day course provides skill development in all of these areas. The approach in this course is to take action rather than reaction; to see solutions over problems, to look for what's next versus what's past and to analyze rather than to be paralyzed.

- Develop an understanding of how we make decisions
- Understand the steps in solving complex problems
- Learn the habits of a 'system thinker'
- Learn how to use critical thinking skills when approaching a problem
- Learn how we can change the outcome by focusing on the solution

All times are on Mountain Time Zone (Canada)

You will need:

Access to the internet (preferably high speed)

A device (laptop/desktop computer)

Speakers and a microphone (preferably a headset). If you do not have a microphone you are still able to participate and use the chat feature to send questions & comments.

Test your system 24 hours ahead of time (make sure you can log on using the link that will be emailed to you and do an audio check while online).

TELEPHONE SKILLS AND EMAIL ETIQUETTE

Course Code: AA004

Providing great service to customers can be challenging when working face to face, but dealing with someone who cannot see you presents an even greater challenge. In this six-hour LIVE online course, learn everything you need to know to develop excellent telephone skills and proper business email etiquette in order to enhance customer service.

- Prepare to make or receive calls
- How tone, pitch, and speed can impact your conversation
- Deal with difficult customers over the phone
- When email is appropriate
- Proper message formats
- Dos and don'ts for business emails

PLANNING AN EVENT OR SMALL PROJECT

Course Code: AA135

Many administrative professionals spend a good deal of time managing a variety of small projects and events in the workplace. Whether or not you are in charge of the planning committee, it is often up to you to keep the project well organized and on track. This two-day course will teach you what you need to know about your role in the planning process including creating a plan, executing, tracking progress and dealing with the "human challenges" that can accompany most projects and events.

- Outline events/projects and identify pitfalls
- Clarify roles and responsibilities during the event/project
- Learn what it takes to be a great Event/Project Manager
- Understand the step-by-step event/project process
- Use essential planning tools
- Discover how to prioritize tasks
- Understand how to budget and track finances during an event/project
- Create systems to track progress and stay on top of the event/project
- Identify risks and how to manage them during the event/project

START HERE.
GO
ANYWHERE.

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We understand that because every organization is different, so are your training requirements. That is why our wide range of programs and courses are completely customizable. Whether you want training solutions delivered at your site or ours, face-to-face or online, we offer specialized training to fit your schedule. Quotes are available to businesses upon request.

***Your training needs are
why we are here!***



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