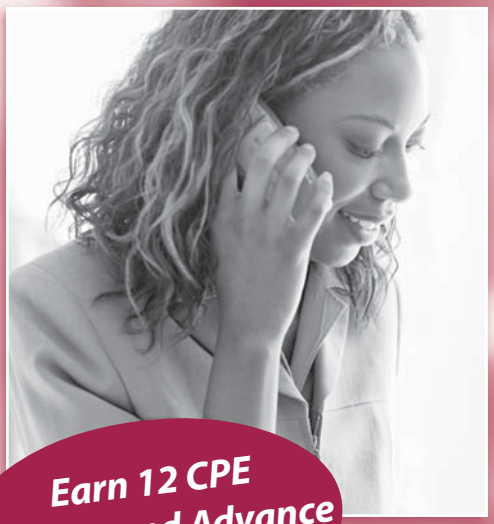


Earn 12 CPE Credits and Advance Your Career!

Government Administrative Management

August 29-30, 2005 • Chicago, IL
Omni Ambassador East

What You Will Learn

- Your Myers-Briggs Personality Type
- Time and Stress Management Tools
- Office Technology Skill Sets
- Business Writing Techniques
- Change Management Processes and Techniques
- Website and Intranet Management
- Career Skill Assessment

How You Will Benefit

Advance Your Career as an Administrative Manager

Position yourself as a high-impact administrative manager by enhancing your skills and improving office efficiency

Create a Professional Development Plan

Devise and implement a professional development plan that identifies the skills you need to take on new responsibilities

Improve Writing and Communication

Sharpen your skills to become a more valuable asset for your office team

Help Your Office Become More Productive and Effective

Conduct value-added research and data analysis for coworkers and supervisors

Presented by:

The Performance Institute

Transforming Administrative Assistants into Knowledge Assistants!

www.PerformanceWeb.org

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PROGRAM AGENDA

Day One: August 29, 2005

9:00 **Administrative Assistants' Important and Ever-Changing Role in the 21st Century**
Understand how office work has changed and how to advance your career in the federal government

9:30 **Moving from an Administrative Assistant to Knowledge Assistant**
- Understand the future of office technology and your role in it
- Appreciate the importance of becoming a knowledge assistant and obtain job responsibilities

10:45 **Traits and Characteristics of a Good Supervisor**
- Learn the traits and behaviors that a supervisor must have in order to be effective
- Discover how to work beyond the call of duty

11:15 **Working Out Your Myers-Briggs**
- Understand other personality types to better manage relationships in your office
- Develop a plan of attack by learning skills to work with difficult personalities

12:00 **Networking Luncheon**

1:00 **Self Assessment and Self Analysis**
- Identify your own personal strengths and weaknesses in the workplace
- Identify ways to develop new skills in your daily work and personal life

2:30 **Devising a Professional Development Plan**
- Develop a change management plan: identify and anticipate barriers to change
- Create reasonable milestones to achieve your personal goals and attain new skill sets

4:00 **Adjourn**

Day Two: August 30, 2005

9:00 **Implementing Knowledge Assistant Initiatives**
- Analyze and improve organizational workflow and communications
- Determine the best course of action for you to become a knowledge assistant

9:30 **Starting on the Right Foot**
- Apply proper etiquette in today's world
- Learn how to track your new skills and utilize them in the office
- Present yourself in a manner that will get you noticed for the right reasons

10:30 **Building Your Day for Success**
- Learn essential time management tools to manage stress effectively
- Prioritize an ever changing workload

11:15 **Knowledge Assistants Role in Technology Management**
- Use expert multimedia skills and web tools to prepare and distribute organizational products and communications
- Utilize technology, hardware and software in office projects

12:00 **Networking Luncheon**

1:00 **Learning the Basics of Web Page Design and Management**
- Understand and implement strategies for designing and maintaining your office website
- Devise and implement simple electronic commerce strategies for your own website

1:45 **Learning to Communicate**
- Improve professional skills for communicating in your office and ways to get your point across
- Compile and plan your thoughts to make your communications more effectively

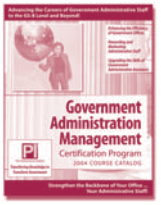
3:00 **Business Writing**
- Compose more effective emails, memos and letters to create efficient communications
- Organize and outline what you want to say and the audience with whom you are communicating with
- Express yourself clearly, concisely and correctly

4:00 **Adjourn**

"Offered at a level which can be understood and utilized by every level of administrative assistant."
Elizabeth Cumbridge, Savannah Fire Department

"This is a worthwhile training session needed in order to advance to the next level!"
Edna J. Shakir, Veterans Affairs Medical Center

RECEIVE CERTIFICATION & IN-HOUSE TRAINING



A solid foundation in government administrative management is crucial to survive and thrive in today's government workplace. By becoming a certified Administrative Manager you will hone your skills strengthen the backbone of your government office. For more information about the program and to view a full course catalogue, visit www.PerformanceWeb.org, call John Norris at 703-894-0481 or email him at JNorris@PerformanceWeb.org.

Venue:
Government Administrative Management will be held at the Omni Ambassador East in Chicago, IL. Continental breakfast and catered lunches will be provided for all delegates.

Omni Ambassador East
1301 North State Parkway
Chicago, IL 60610
(312) 787-7200

A limited number of rooms have been reserved at a discounted rate of $155 at the Omni Ambassador East. Please call the hotel directly to make reservations and be sure to ask for the Performance Institute conference rate.

Tuition and Group Discounts:
The fee for attending *Government Administrative Management* is $595. Reduced tuition rates for delegates who attend in groups of three or more are available by calling John Norris at 703-894-0481 or email at JNorris@PerformanceWeb.org. Be sure to use program code **P414** when you register.

Cancellations and Quality Assurance:
The Performance Institute strives to provide you with the most productive and effective educational experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival. Should you feel dissatisfied with your learning experience and wish to request a credit or refund, please submit it in writing no later than 10 business days after the end of the training to: Chris DeMaio, Chief Operating Officer, The Performance Institute, 1515 N. Courthouse Road, Suite 600, Arlington, VA 22201 (phone: 703-894-0481). We will evaluate individual complaints in a context of collective comments from the event. Note: A $150 service fee will be charged on cancellations received less than three weeks from the date of the event. A credit memo will also be sent reflective of that amount, which can be used for a future Performance Institute conference.

CPE Credit:
Delivery Method: Group-live Program Level: Intermediate
Prerequisites: None Advanced Preparation: None
CPE Credits: 12

The Performance Institute is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN 37219-2417. Website: www.nasba.org

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REGISTRATION FORM

To Register:

1. **Call John Norris 703-894-0481**
2. **visit www.PerformanceWeb.org**
3. **or fax this form to: 703-894-0482**

DELEGATE INFORMATION

Priority Code: P414-WEB

Name _____

Title _____

Organization _____

Address _____

City _____ State _____ Zip _____

Telephone: _____

Fax: _____

Email: _____

METHOD OF PAYMENT:

☐ Credit Card ☐ Check ☐ Purchase Order/Training Form

Card Number _____ Exp Date _____

Name on Card _____