# Advancing the Careers of Government Administrative Assistants

## What is the Future of Office Administration?

As technology usage continues to expand in government offices across the nation, the role of administrative assistants and secretaries is greatly evolving. Office automation and organizational restructuring lead administrative staff to assume a wide range of new responsibilities once reserved for managerial and professional staff. Many secretaries now provide training and orientation to new staff, conduct research on the Internet and learn to operate new office technologies.

With the right training and support by colleagues and supervisors, positions once thought unattainable to administrative staff are now performed with great success. Administrative assistants from across all levels of government are invited to attend ***Advancing the Careers of Government Administrative Assistants***, taking place in Denver, CO on April 22-23, 2004.

Administrative staff – and their supervisors – find that technology shakes the foundation of traditional office work structures, outpaces old skills sets and strains work relationships. While some offices are drowning in these changes, others are repositioning and retraining administrative staff to handle new value-adding responsibilities. ***Advancing the Careers of Government Administrative Assistants*** will equip administrative staff with the tools and the knowledge needed in order to fully understand the future of office technology.

As office automation continues to evolve, retraining and continuing education will remain an integral part of secretarial jobs. Changes in the office environment increase the demand for adaptable and versatile secretaries. Administrative assistants will learn how to develop and implement a professional development plan to deal with ever-changing office environments.

This is the premier event of the year in administrative management! Administrative assistants will emerge from this conference with valuable lessons, strategies and applications for improving job performance as well as a valuable peer-to-peer exchange of ideas. Register online at www.PerformanceWeb.org or by calling 703-894-0481. I hope to see you this April in Denver!

Sincerely,

Tara Shuert

Tara Shuert
Director, Center for Human Capital Strategy

### Who Should Attend?

- ✔ Administrative Assistants
- ✔ Receptionists
- ✔ Office Managers
- ✔ Executive Secretaries
- ✔ And ALL other governmental administrative staff!

### What is a Knowledge Assistant?

A knowledge assistant blends the administrative positions of yesterday with the technology positions of today and tomorrow. Knowledge assistants must be capable of independently and competently carrying out any of the following responsibilities:

- ○ Research and Project Management
- ○ Data Packaging and Analysis
- ○ Graphic Layout for Presentations and Brochures
- ○ Office Accounting and Analysis
- ○ Website and Intranet Management
- ○ Help Desk Assistance for Hardware and Software Applications

**Presented by:**

The Performance Institute

**April 22-23, 2004**
**Denver, CO**
**Radisson Hotel Denver**
**Stapleton Plaza**

**www.PerformanceWeb.org**

# Enhance Your Skills and Advance Your Career!

## Day One: *April 22, 2004*

**8:30** **Registration & Continental Breakfast**

**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 government

**9:30** **Moving from 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

**10:30** **Skills and Traits of a Knowledge Assistant**
- Understand pay scales and the corresponding job requirements
- Help your office become more productive and cost effective

**11:00** **Evaluating Administrative Assistant Job Competencies**
- Identify your current skills strengths and skill gaps
- Assess your role in the office and your relationship with your colleagues

**12:00** **Luncheon**

**1:00** **Self Assessment and Self Analysis**
- Develop a plan of attack: learn how to deal with difficult people in the workplace
- Understand your communication style: working out your Myers Briggs Type

**2:30** **Devising a Professional Development Plan**
- Develop a change management plan: identify and anticipate barriers to change
- Assess communication styles and barriers when communicating with your supervisor

**4:00** **Adjourn**

## Day Two: *April 23, 2004*

**8:30** **Continental Breakfast**

**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**
- Learn effective strategies for overcoming roadblocks to your success
- Develop personal goals for your career and your future

**10:00** **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

**10:30** **Learn the Basics of Webpage 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

**12:00** **Luncheon**

**1:00** **Learning to Communicate**
- Improve professional skills in writing, communication and office interaction
- Deliver well-organized and controlled presentations without anxiety
- Gain management buy in

**2:30** **Business Writing**
- Compose more effective emails, memos and letters
- Create clear, readable and efficient communications
- Communicate persuasively and effectively with customers and employees in all areas of an organization

**4:00** **Adjourn**




## Part of the Government Administration Management Certification Program

**For more information about the program and to view a full course catalogue, visit www.PerformanceWeb.org.**

## Five Key Reasons Administrative Staff Should Attend:

1.) **Diversify** Administrative Assistants' technological skills for performing daily tasks

2.) **Increase** the effectiveness, productivity and satisfaction of administrative staff

3.) **Explore** best practices for maintaining a productive and cost-effective office

4.) **Enhance** Administrative Assistants' conflict negotiation skills in order to create a positive work environment

5.) **Improve** the way administrative assistants organize and express their ideas

### How do I Register?

Call the Performance Institute at 703-894-0481 or visit us online at www.PerformanceWeb.org.

### Venue

*Advancing the Careers of Government Administrative Assistants* will be held at the Radisson Hotel Denver Stapleton Plaza in Denver, CO. Continental breakfast and catered lunches will be provided for all delegates.

**Radisson Hotel Denver Stapleton Plaza**
3333 Quebec Street
Denver, CO 80207
Phone: 303-321-3500

### Hotel

A limited number of rooms have been reserved at the Radisson Hotel Denver Stapleton Plaza at a discounted rate of $74 (contact the hotel by April 1 to receive the discounted rate). Please contact the hotel at 303-321-3500 to make reservations and be sure to ask for the Performance Institute conference rate. The hotel will ensure that your conference experience is not only educational but also comfortable and enjoyable in every aspect.

### Tuition Rates

The fee for attending *Advancing the Careers of Government Administrative Assistants* is $595.

### Group Discounts

Reduced tuition rates for delegates who attend in groups of three or more are available by calling Damin Hopkins at 703-894-0481 or email at Hopkins@PerformanceWeb.org.

# Registration Form

## *Advancing the Careers of Government Administrative Assistants*

**Call (703) 894-0481; fax this form to: (703) 894-0482; or visit www.PerformanceWeb.org**

The Performance Institute, 1515 N. Courthouse Road, Suite 600, Arlington, VA 22201

- ❑ Register me for the Summit for $595.
- ❑ Please call me. I am interested in a group discount!

Name _____

Title _____

Organization _____

Office _____

Address _____

City _____ State _____ Zip _____

Telephone: _____

Fax: _____

Email: _____

## Method of Payment:

☐ Credit Card ☐ Check ☐ Purchase Order/Training Form **Priority Code: P255-WEB**

Card Number _____ Exp Date _____

Name on Card _____