Advancing the Careers of Government Administrative Staff to the GS-8 Level and Beyond!



Enhancing the Efficiency of Government Offices

Rewarding and Motivating Administrative Staff

Upgrading the Skills of Government Administrative Assistants

Government Administration Management

Certification Program

2004-2005 COURSE CATALOG

The Performance Institute

Transferring Knowledge to Transform Government

Strengthen the Backbone of Your Office ...
Your Administrative Staff!

Enhancing Skills and Advancing Careers of Administrative Staff

Advance Your Career as an "Administrative Manager"

Acquire the skills and tools that will make you the lead administrative manager in your agency.

Improve Individual Performance and Effectiveness

Enhance your ability to solve office problems and react positively to innovation and change.

Increase Your Office's Productivity and Effectiveness

Design a professional development plan to help you become more productive and cost effective.

Handle and Harness the Latest Technology

Gain a comprehensive understanding of how to effectively use the most common computer hardware and software applications for today's offices.

Become a Certified Administrative Assistant

Gain recognition as an "Administrative Manager" with formal certification from The Performance Institute!

The Performance Institute

Advance Your Career as an "Administrative Manager"
With the right training, appropriate support by colleagues and supervisors, positions once thought unattainable to administrative staff can and are being performed with great success. Making the transition from administrative *assistants* to administrative *managers* is the focus of the Performance Institute's *Government Administration Management Certification Program* – a step-by-step comprehensive program designed to map out and execute a professional development plan, from needs assessment to skills development, for each individual in the program.

Keep Pace with Advances in Office Technology
As technology continues to expand in offices across the nation, the role of administrative assistants and secretaries has greatly evolved. 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.

As the nation's largest think tank dedicated exclusively to government performance management, the Performance Institute offers agencies proven and powerful solutions for improving government programs. And now, those innovations, techniques and methodologies can be brought in-house to each agency through the *Government Administration Management Certification Program*.

Create and Implement a Personalized Professional Development Plan
The *Government Administration Management Certification Program* gives you more than certification — it gives you a plan. We'll help you build a Professional Development Plan that identifies the skills you need to take on new responsibilities and advance your career. By taking this plan back to your supervisor for approval, you can access the additional training you need to make that advancement happen.

Take Charge of Your Career!
A solid foundation in government administrative management is crucial to survive and thrive in today's government workplace. By attending one or more of the courses offered in this series, you will hone your skills in technology management, business writing, internal and external communications and project management. You will also learn to assess workforce needs and develop a professional development plan to strengthen your role as the backbone of your government office.

These publicly offered courses are designed to provide interactive training, so space will be limited. Agencies can send staff to attend the public-offered courses in this catalogue, or bring a customized program in-house for their administrative assistants. To register yourself and your team, or to inquire about customized in-house programs, call us today at 703-894-0481 or visit us online at www.performanceweb.org.

Sincerely,

Carl DeMaio
President

Emerge with a Personalized Professional Development Plan to Guide Your Advancement

How the Certification Program Works

STEP 1: ENROLL IN THE PROGRAM

Contact the Performance Institute to enroll in one or more classes. Please indicate if you intend to pursue full certification. (See registration page)

STEP 2: GOVERNMENT ADMINISTRATION MANAGEMENT

This interactive, hands-on training will address comprehensive professional skills that will enhance working relationships, improve leadership and communication skills, refine grammatical and writing skills and bolster your confidence as you assume more important office roles.

STEP 3: APPROVAL OF YOUR PROFESSIONAL DEVELOPMENT PLAN

For full certification, we will assist you in creating a "Professional Development Plan" that identifies skills you need to acquire to develop your career. You will then take this plan back to your supervisor for approval to help you access the training you need and assume more responsibility in your office.

STEP 4: LEADERSHIP AND PERSONAL EFFECTIVENESS

The primary goal of this program is to equip you with the awareness and the skills to be the lead administrative manager and to drive the change process in your office.

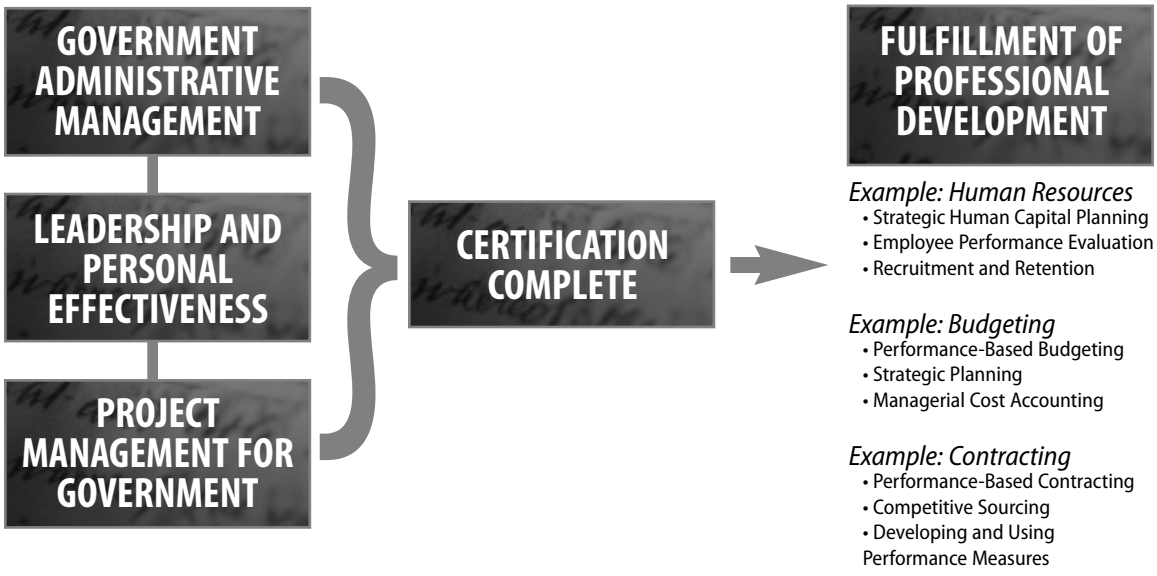
STEP 5: PROJECT MANAGEMENT FOR GOVERNMENT

At this event, you will walk through a performance framework for project management and learn how to turn those metrics into a roadmap for effective performance-based management.

STEP 6: RECEIVE CERTIFICATION

STEP 7: FULLFILLMENT OF PROFESSIONAL DEVELOPMENT PLAN

Your learning and career advancement can continue by accessing training in your agency based upon the skills assessment in your Professional Development Plan. Focus on a particular function area (human resources, information technology, budgeting or contracting), or build a customized curriculum to fit your office's specific needs!



Designed to Cultivate Key OPM Competencies for Your Career Advancement

- Continual Learning
- Creativity/Innovation
- Flexibility
- Team Building
- Problem Solving
- Influencing
- Negotiating
- Interpersonal Skills
- Oral Communication
- Written Communication
- Resilience
- Service Motivation
- Conflict Management
- Technology Management
- Strategic Thinking

"These sessions restored my creativity and innovation. I am glad to have it back. Thank you!"

Syndester Irvin
U.S. Department of Agriculture

What You Get





Government Administration Management

Every position in today's office environment requires some level of professional skill. As you climb the office ladder and assume enhanced positions, you must augment your professional skills. In fact, developing a plan, being a leader and becoming an effective project manager enhances your ability to contribute to the office and improves your standing in the office environment. More importantly, it makes you an invaluable asset to your director and supervisor. This interactive, hands-on training will address comprehensive professional skills that will enhance working relationships, improve leadership and communication skills, refine grammatical and writing skills and bolster your confidence as you assume more important office roles. You will emerge from this two-day training with the tools and the tactics you need to position yourself as a high-impact administrative manager.

DATES AND LOCATIONS

August 16-17, 2004, in Albany, NY (Code: P315)
August 19-20, 2004, in Chicago, IL (Code: P316)
August 23-24, 2004, in Atlanta, GA (Code: P317)
August 26-27, 2004, in Philadelphia, PA (Code: P318)
October 4-5, 2004, in Washington, DC (Code: P249)
January 20-21, 2005 in Miami, FL (Code: P290)
February 3-4, 2005, in Arlington, VA (Code: P344)
February 14-15, 2005, in Chicago, IL (Code: P345)
February 10-11, 2005, in Atlanta, GA (Code: P346)
March 7-8, 2005, in Sacramento, CA (Code: P371)
April 7-8, 2005, in New York City, NY (Code: P354)
May 2-3, 2005, in Arlington, VA (Code: P443)
May 5-6, 2005, in Phoenix, AZ (Code: P358)
July 11-12, 2005, in Raleigh, NC (Code: P419)
August 1-2, 2005, in Arlington, VA (Code: P413)
August 29-30, 2005, in Chicago, IL, (Code: P414)
September 29-30, 2005, in New Orleans, LA (Code: P415
October 24-25, 2005, in Atlanta, GA (Code: P416)
October 31-November 1, 2005, in Arlington, VA (Code: P420)
November 3-4, 2005, in Dallas, TX (Code: P418)

COURSE LEVEL

Beginner

FORMAT

Lecture, group discussion and class exercises

VENUES AND HOTELS

Please call The Performance Institute at 703-894-0481 or visit us online at www.performanceweb.org for venue and hotel details for each of these events.

TUITION

The fee for attending *Government Administration Management* is $595.

GROUP DISCOUNTS

Reduced tuition rates delegates who attend in groups of three or more are available by calling James Simpson at 703-894-0481 or emailing him at Simpson@PerformanceWeb.org

Developing Comprehensive Skills for Improving Office Efficiency

Day One Agenda

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

9:30 Moving From an Administrative Assistant to an Administrative Manager
- 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"
- Learn the GS pay scales and 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 your office and your relationship with your colleagues

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
- Identify and anticipate barriers to change
- Assess communication styles and barriers when communicating with your employer

4:00 Adjourn

Day Two Agenda

9:00 Implementing Office Efficiency Initiatives
- Analyze and improve organizational workflow
- Determine the best course of action for you to become an administrative manager

9:30 Starting on the Right Foot
- Learn effective strategies for overcoming roadblocks to success
- Develop personal goals for your career and your future

10:00 Taking a Larger Role in Technology Management
- Use expert multimedia skills and web tools to prepare and distribute organizational products/communications
- Utilize technology, hardware and software in office projects

10:30 The Basics of Web Site Design and Management
- Understand and implement strategies for designing and maintaining your office web site
- Devise and implement simple electronic commerce strategies for your own web site

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

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

4:00 Adjourn

Leadership and Personal Effectiveness

Have you ever wondered why some people seem to accomplish so much while others struggle along barely able to attend to their daily needs? Highly effective people usually fulfill their achievements with less work and effort than those who accomplish little. The difference is in their focus, intention and skills—all of which can be mastered at *Leadership and Personal Effectiveness*. This interactive training will equip you with the tools and knowledge needed to become involved in departmental decisions and make the transition from Administrative Assistant to Administrative Manager. You will emerge from this two-day training with the self-awareness and behaviors you need to become indispensable to your boss and organization.



DATES AND LOCATIONS

August 9-10, 2004, in Washington, DC (Code: P319)
January 10-11, 2005, in Arlington, VA (Code: P342)
April 4-5, 2005, in Arlington, VA (Code: P353)
April 28-29, 2005, in Atlanta, GA (Code: P422)
June 13-14, 2005, in Chicago, IL (Code: P424)
July 7-8, 2005, in Arlington, VA (Code: P363)
July 21-22, 2004, in New York City, NY (Code: P293)
October 3-4, 2005, in Arlington, VA (Code: P423)

Check www.performanceweb.org throughout the year for additional offerings

COURSE LEVEL

Beginner

FORMAT

Lecture, group discussion and class exercises

VENUES AND HOTELS

Please call The Performance Institute at 703-894-0481 or visit us online at www.performanceweb.org for venue and hotel details for each of these events.

TUITION

The fee for attending *Leadership and Personal Effectiveness* is $1095.

GROUP DISCOUNTS

Reduced tuition rates delegates who attend in groups of three or more are available by calling James Simpson at 703-894-0481 or emailing him at Simpson@PerformanceWeb.org.



Improving Individual and Team Effectiveness

Day One Agenda

8:30 **Registration and Continental Breakfast**

9:00 **Leadership and Personal Effectiveness in a Government Office Environment**
- Present yourself effectively at work and play
- Create a favorable image that commands respect
- Communicate persuasively in any situation, from small talk to speeches

9:45 **Team Building and Team Leadership**
- Develop the basic skills critical to working in the team environment
- Help your teams work through effective communication
- Learn strategies to manage team conflict

10:45 **Break and Refreshments**

11:00 **Constructive Problem Solving and Decision Making**
- Improve your individual and team creativity in making the right decision
- Learn how to create your best conditions for problem solving
- Discover ways to promote creative thoughts and ideas for problem solving

12:00 **Networking Luncheon**

1:00 **Effectively Communicating and Motivating Others: Mastering the Art of Internal Communications**
- Learn how to communicate your ideas clearly to team members and supervisors
- Become comfortable with speaking and listen effectively

2:00 **Effectively Communicating with Customers: Mastering the Art of External Communications**
- Develop outstanding customer service techniques and know the needs of your audience
- Deal with difficult customers in a win-win style

3:00 **Break and Refreshments**

3:15 **Becoming a More Effective Negotiator**
- Improve personal and professional profitability in order to deal with difficult negotiators
- Achieve desired outcomes and create synergy while fostering relationships
- Enter into and conduct negotiations with confidence

4:15 **Adjourn**

Day Two Agenda

8:30 **Continental Breakfast**

9:00 **Leadership, Communications and Team Building Application Session**
- Achieve maximum results and maintain quality relationships
- Understand the roles, responsibilities and challenges of your office team

10:15 **Break and Refreshments**

10:30 **Thriving through Change Part One: Personal Resilience**
- Understanding the forces shaping the new workplace and your role in it
- Establish short-range and long-range goals to strengthen personal resilience
- Cope with change and determine which of your actions can influence change

11:15 **Thriving through Change Part Two: Overcoming Office Barriers to Change**
- Identify how all employees, regardless of job classifications, can have input
- Discovering stress 'busters' to impact change effects

12:15 **Networking Luncheon**

1:15 **Articulating Your Ideas Part One: Developing Your Professional Writing Skills**
- Organize and outline what you want to say and the audience that you are communicating with
- Express yourself clearly, concisely and correctly

2:30 **Break and Refreshments**

2:45 **Articulating Your Ideas Part Two: Developing Effective PowerPoint Presentations**
- Know your target audience and present information relevant to their needs
- Choose colors wisely and don't overload the slide

4:15 **Adjourn**

Project Management for Government

Government programs of all types, both at the federal and state levels, are being held accountable for their performance and streamlined allocation of funds and resources in these fiscally tight times, all the way down to the project management level. Within even well-managed organizations, there is often a lack of coordination between the work that has to be done and the resources needed to do it, and there are almost always critical time constraints on the results as well. At this event, you will walk through a performance framework for project management and learn how to turn those metrics into a roadmap for effective performance-based management.

This training will give managers the tools necessary to assess and develop effective plans and blueprints for managing multiple projects. One of the most essential aspects of any project management is having the time, the technical performance and the allocated resource information planned out to mitigate risk and track overall project performance.



DATES AND LOCATIONS

August 30-31, 2004, in Arlington, Virginia (Code: P241)
October 21-22, 2004, in Arlington, Virginia (Code: P301)
December 13-14, 2004, in Washington, DC (Code: P341)
March 17-18, 2005, in Arlington, VA (P348)
August 8-9, 2005, in Atlanta, GA (Code: P426)
September 26-27, 2005, in Arlington, VA (Code: P427)
October 13-14, 2005, in New York City, NYC (Code: P417)
October 17-18, 2005, in Chicago, IL (Code: P484)
Check www.performanceweb.org throughout the year for additional offerings

COURSE LEVEL

Beginner

FORMAT

Lecture, group discussion and class exercises

VENUES AND HOTELS

Please call The Performance Institute at 703-894-0481 or visit us online at www.performanceweb.org for venue and hotel details for each of these events.

TUITION

The fee for attending *Project Management for Government* is $1095.

GROUP DISCOUNTS

Reduced tuition rates delegates who attend in groups of three or more are available by calling James Simpson at 703-894-0481 or emailing him at Simpson@PerformanceWeb.org



Designing and Effectively Managing Projects in Government Offices

Day One Agenda

9:00 Overview of Project Management Mandates and Methodologies
- Overview of federal, state and local trends
- Update on the Budget and Enforcement Act of 1990
- News about OMB Circulars

10:00 Step 1: Define Project Goals
- Select the level of staffing, resources and management support required
- Assemble a project team and gain commitment on project objectives

11:00 Step 2: Assess Implementation Obstacles
- Estimate time and costs and present a project plan to team members and stakeholders
- Conduct a thorough risk assessment

1:00 Step 2 (Continued): Overcome Implementation Obstacles
- Diagnose employee resistance and create a successful action plan
- Discover critical techniques for anticipating and managing reaction

2:30 Step 3: Determine Project Activities
- Develop project objectives, clarify the scope and develop the project requirements

4:00 Adjourn

Day Two Agenda

9:00 Step 4: Define Schedules and Milestones
- Build a network of achievements
- Assign tasks to individuals within the work breakdown structure

10:00 Step 5: Determine Resources for Projects
- Lay out clear assignments for your team and a foundation for tracking actual results
- Win management support and obtain necessary resources

11:00 Step 6: Execute and Manage Projects
- Develop an effective schedule for the project within the availability constraints of your team members
- Monitor, document and report project progress and problems

1:00 Step 7: Measure and Evaluate Project Performance
- Develop performance measures aligned to program results
- Deal with project uncertainties and handle the risk of performance management

2:00 Case Study: Project Management Techniques
- Learn tips from the trenches for completing a project effectively, on time and within budget

3:00 Effective Communications throughout the Project Life Cycle
- Develop meaningful relationships with stakeholders and management
- Develop practical strategies for integrating technology into your project management plan

4:00 Adjourn

Registration

How Can I Register?

1. ONLINE at www.performanceweb.org
2. VIA FAX to 703-894-0482
3. VIA PHONE to 703-894-0481
4. VIA MAIL to 1515 N. Courthouse Road, Suite 600, Arlington, VA 22201

DELEGATE INFORMATION

NAME

TITLE

OFFICE

ORGANIZATION

ADDRESS

CITY | STATE | ZIP

TELEPHONE | FAX NUMBER

E-MAIL

PAYMENT INFORMATION

- ☐ TRAINING FORM
- ☐ PURCHASE ORDER
- ☐ CHECK (Accepted by mail only)
- ☐ CREDIT CARD

CREDIT CARD NUMBER

EXPIRATION DATE

NAME ON CARD

Priority Code: GAM2-WEB

COURSE SELECTIONS

☐ **DO NOT ENROLL ME IN THE GOVERNMENT ADMINISTRATION MANAGEMENT CERTIFICATION PROGRAM BUT DO REGISTER ME FOR THE INDIVIDUAL COURSE OR COURSES BELOW**

CHECK ALL THAT APPLY	PROGRAM CODE
☐ GOVERNMENT ADMINISTRATION MANGAGEMENT ($595)	___ ___ ___ ___
☐ LEADERSHIP AND PERSONAL EFFECTIVENESS ($1095)	___ ___ ___ ___
☐ PROJECT MANGAGEMENT ($1095)	___ ___ ___ ___

☐ **PLEASE ENROLL ME IN THE GOVERNMENT ADMINISTRATION MANAGEMENT CERTIFICATION PROGRAM ($1785). This is a discounted rate for attending all three programs listed above – a savings of $1000!**

PLEASE WRITE IN THE PROGRAM CODE CORRESPONDING TO THE DATE YOU WISH TO ATTEND EACH COURSE

GOVERNMENT ADMINISTRATION MANGAGEMENT	___ ___ ___ ___
LEADERSHIP AND PERSONAL EFFECTIVENESS	___ ___ ___ ___
PROJECT MANGAGEMENT	___ ___ ___ ___

CANCELLATION AND QUALITY ASSURANCE POLICY

A 10 percent cancellation fee on the total tuition will be charged for cancellations received less than three weeks from the date of the course. The Performance Institute strives to provide participants with the most valuable learning experience possible. If after attending a training course you are dissatisfied with your learning experience, we encourage you to please contact the Director of Education Services at 703-894-0481.

ABOUT THE PERFORMANCE INSTITUTE

The Performance Institute is a private think tank seeking to improve government performance through the principles of competition, accountability, performance and transparency. The Institute serves as the nation's leading authority and repository on performance-based management practices for government. Its mission is to identify, study and disseminate the leading management innovations pioneered by "best-in-class" organizations. Through its national conferences on pressing issues, interactive training programs for government managers, best practice research and strategic consulting services, the Institute provides cutting-edge expertise in the design, implementation and evaluation of strategies to solve operational challenges and enhance organizational performance.

GSA Schedule

Easy Access to Institute Consulting Services through MOBIS

(PI MOBIS Contract Number: GS-10F-0261M)

SUBMITTING THIS REGISTRATION FORM

Fax this form to The Performance Institute at 703-894-0482. A confirmation of your registration will be faxed back to you at the number you provide above within two (2) business days. If after 48 hours you have not received a confirmation, please call Customer Service at 703-894-0481.

or **mail** this form (and check, if applicable) to:

The Performance Institute
attn: Customer Service
1515 N. Courthouse Road, Suite 600
Arlington, VA 22201

A confirmation of your registration will be faxed back to you at the number you provide above within two (2) business days of receipt. If after 48 hours you have not received a confirmation, please call Customer Service at 703-894-0481.