

Government Administrative Management

January 24-25, 2005 • Edmonton, Alberta
Hilton Garden Inn West Edmonton

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.ca

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PROGRAM AGENDA

Day One: January 24, 2005

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 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 **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: January 25, 2005

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**
- 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**

"There are many changes happening in our department with administrative professionals and this conference definitely gets you thinking in the new direction"
Brenda Catling, Human Resources and Skill Development

"I would recommend this conference because it is a great way to self-evaluate and learn the new tools which will help you in your career"
Jenny Pilon, Department of Foreign Affairs

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.ca, call Jason Inskeep at 1-800-894-0846 or email him at Jason.Inskeep@PerformanceWeb.ca.

Venue and Hotel:

Government Administrative Management will be hosted at the Hilton Garden Inn West Edmonton in Edmonton, Alberta. Continental breakfast and a catered lunch will be provided for delegates on each day.

Hilton Garden Inn West Edmonton
17610 Stony Plain Road
Edmonton, AB T5S 1A2
Phone: 888-344-5866

A limited number of rooms have been reserved at a discounted rate of $109 CAD+GST at the Hilton Garden Inn West Edmonton. 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 $765 CAD+GST. Reduced tuition rates for delegates who attend in groups of three or more are available by calling Jason Inskeep at 1-800-894-0846 or emailing him at Jason.Inskeep@PerformanceWeb.ca. Be sure to use program code **P343** when you register.

Administrative Note: A $195 CAD 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.

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REGISTRATION FORM

To Register:

1. **Call 1-800-894-0846**
2. **visit www.PerformanceWeb.ca**
3. **or fax this form to: 703-894-0482**

DELEGATE INFORMATION

Priority Code: P343-WEB

Name _____

Title _____

Organization _____

Address _____

City _____ Province _____ Post _____

Telephone: _____

Fax: _____

Email: _____

METHOD OF PAYMENT:

☐ Credit Card ☐ Check ☐ Purchase Order/Training Form

Card Number _____ Exp Date _____

Name on Card _____