



CERTIFICATE IN PROFESSIONAL OFFICE ADMINISTRATION

DESCRIPTION OF CERTIFICATE

The Certificate in Professional Office Administration is the first of its kind on Prince Edward Island and is for administrative professionals looking to update and develop new skills, or administrative professionals looking for a new role within their organization but are missing some key qualifications.

The Certificate in Professional Office Administration focuses entirely on the administrative professional and the importance of their role in any organization. The certificate program will discuss areas such as creating a leadership mindset, communicating clear and professional messages, improving customer and client service and care, managing time and productivity, developing technology skills, and managing projects.

CERTIFICATE STRUCTURE

The delivery method for this Certificate is virtual, and each course is delivered over two consecutive days (for three (3) hours per day).

Following each course of the Certificate, learners will need to complete and pass a short assessment before moving on to the next course. As these courses are non-academic, learners will not receive a final grade for the certificate program.

COURSE OVERVIEW

Become the CEO of Your Own Position (6 Hours)

Having a leadership mindset in today's workplace is key to creatively solving problems, building processes, and making decisions. This course will offer strategies to enhance participants self-awareness for greater interpersonal effectiveness and provide tools to help establish grit, passion, and perseverance for their long-term goals.

Participants will also learn techniques to increase their emotional intelligence and resilience, as well as methods to improve their confidence, adaptability, and assertiveness. Those taking the course will also learn the importance of empowering themselves as an executive assistant, administrative professional, or support staff member to influence change, manage and meet expectations, and innovate systems and procedures to achieve effective results.

Communicating Clear and Professional Messages (6 Hours)

Administrative professionals taking this course will learn essential daily communication skills whether they are on the phone or responding to emails. Time will be spent covering topics such as delivering bad news or dealing with rude or aggressive people in your day-to-day job. Participants will also learn important tips such as using templates to answer emails quickly and effectively.

Customer and Client Service (6 Hours)

Dealing with customers and clients is a massive part of the role of an administrative professional. This course is designed to give the information and tools to improve customer and client service and care to both internal and external clients and customers.

This course will give the participants the skills to:

- Assess and improve your organization's commitment to quality service
- Differentiate and elevate your service to become a provider of choice
- Design standards for quality service and create a consistent service experience
- Evaluate the needs, wants, stereotypes, and emotions of your customers at an individual level
- Understand the processes necessary to develop a culture that consistently delivers exceptional service
- Recover effectively from a service failure and turn it into an opportunity to strengthen customer relations

Managing Your Time and Productivity (6 Hours)

Administrative professionals often deal with overflowing inboxes, busy phone lines, long to-do lists, busy calendars to manage, and end up feeling overwhelmed and unsure what to tackle first. This course will show participants how to put together a plan and execute it throughout the week. Participants will also learn tools and techniques to manage stress and be able to perform at their best even in a chaotic work environment.

Tech Tools (6 Hours)

Technology is a massive part of our lives. For administrative professionals, technology is an essential part of the job. The ability to effectively use common technology can make their job a great deal easier.

This course will help participants maximize their Microsoft® knowledge and show them the fundamentals to use this platform in the workplace. It will focus on basics in Microsoft® Word, Excel, Outlook, OneDrive, PowerPoint, Calendar, and Forms.

Project Management for Admins (6 Hours)

This course is designed specifically for administrative professionals running projects (or wanting to) as part of their job description. They will learn the importance of planning and how to develop achievable plans, collaborate well with all members of the team and achieve the deserved credibility. This course provides a unique and simplified look at the field of project management and demonstrates many skills that can be used immediately. Participants will learn practical, proven techniques for running any project thrown their way.