



Administrative Management

On-Site Training and Facilitation Services

For more information, visit
www.PerformanceWeb.org

Benefits of On-Site Training

The Performance Institute's proven consulting methodology is the ideal vehicle to ensure that employees receive the maximum impact from your training investment. Our experts will work with you to create a customized learning program that meets your needs and delivers immediate results.

- ✓ Maximize Your Training Dollars

As training budgets trend downward, minimize travel expenses and other direct costs by utilizing the Institute's on-site training programs and host at your preferred location.

- ✓ Apply Concepts Immediately to Your Work

Draw from your own program challenges by integrating specific examples or projects to use throughout the course.

- ✓ Craft a Customized Training Solution

Identify and customize a training solution that meets your unique organizational needs to enhance learning outcomes.

Customer Learning and Professional Services

One of the more popular vehicles for accessing the Institute's educational offerings is the delivery of on-site trainings and management facilitations. Bringing a training or facilitation in-house gives you the opportunity to customize a program that addresses your exact challenges and provides a more personal learning experience, while virtually eliminating travel expenses. Whether you require training for a small group or for an organizational-wide initiative, the advanced learning methods employed by The Performance Institute will create an intimate training atmosphere that maximizes knowledge transfer to enhance the talent within your organization.

We realize that not all obstacles can be overcome by applying an "off-the-shelf solution". While many training providers will offer you some variation of their standard training, The Performance Institute's subject matter experts will work with you and your team to examine your programs and determine your exact areas of need. The identification of real life examples will create a learning atmosphere that resonates with participants while at the same time providing immediate return on your training investment.

Using interactive exercises that employ actual projects or scenarios from your organization, instructors can address specific challenges and align the curriculum of each session to your objectives. While the majority of on-site trainings are focused on smaller groups, The Performance Institute also has the ability to accommodate organizational-wide training initiatives. Utilizing multiple instructors, The Institute has the capacity to deliver courses to groups of up to 300 participants per day.



Why

The Performance Institute

Called “the leading think tank in performance measurement for government” on OMB’s ExpectMore.gov site, The Performance Institute has been a leader in Performance Management Training and Policy since the 2000 Transition. As part of the Performance Coalition, a group of good government associations, the Institute worked in 2000 to deliver recommendations to the then-new Administration on the Management Agenda. In 2008, the Institute led the Transitions in Governance Project, and provided recommendations for the future of performance management to the Obama Administration.

The Performance Institute has published several research reports regarding performance management Initiatives, and trains over 10,000 government managers a year on performance-based topics. Dedicated to improving citizen services and taxpayer transparency, the Institute uses a best practices foundation to deliver the most effective and tested methodologies for improving performance.

The Performance Institute is dedicated to institutionalizing performance management in government, and can help you drive and deliver excellence to your employees, stakeholders and the taxpayers.

Learn more at
www.PerformanceWeb.org

Administrative Management

In-House Training &
Facilitation Services

In today's society, Administrative Professionals must be highly skilled and essentially a jack of all trades in order to become a valued member of a team and to receive greater opportunities. 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. By bringing this course or facilitation on-site to your organization The Performance Institute will map out and execute a professional development plan, from needs assessment to skills development, for each individual in the program.

Key Methodologies Covered

This step-by-step program is designed to help administrative assistants map out and execute a plan of action, going from a needs assessment to a professional development plan, to the development of their skills. This training will provide your staff with the competencies and skills needed to advance professionally and personally and improve your office results.

Personal Development Goals	Business Case	Actions Required	Deadline	Resources	Progress Review
My goals for the next year are:	My goals have organizational and personal relevance because:	These are the learning activities I will pursue:	These are my target dates for completion:	These are the resources I will need:	This is how and when I will measure the progress:
Goal 1:					
Goal 2:					
Goal 3:					

Personal Development Vision

"I will use the information I learned in your training to become a more productive executive assistant and to move up my career ladder."

LaTechia Shelby, NeighborWorks America

Course Modules

Module 1: Career Development

- Identify your professional strengths and weaknesses
- Create a professional development plan
- Develop a plan for acquiring new skills to advance
- Evaluate the competency gap in your current and objective position to assess your potential
- Position yourself for greater responsibilities with a clear and concise self-marketing plan
- Identify and discuss professional goals with an individual who works in the role you hope to obtain in the future

Module 2: Team Building and Leadership Improvement

- Work with diplomacy and credibility
- Learn and adapt to different work styles and preferences
- Utilize your emotional intelligence to influence without positional authority
- Clarify your role and excel in working with peers, multiple managers and demanding clients
- Discover the difference between management versus leadership
- Develop the critical skills needed when working in a team environment

Module 3: Conflict Management Techniques

- Recognize the significance of effective communication in the workplace
- Learn to listen to people more closely and compose your message more clearly
- Communicate effectively with different types of people based on their behavioral style
- Learn strategies for working with difficult people and develop alternative ways of managing conflict
- Develop constructive problem solving and decision making
- Overcome intimidation and emotional barriers

Module 4: Time and Stress Management Solutions

- Develop time and stress management system techniques
- Combat procrastination to organize the details and beat your deadlines
- Recognize your limits and prioritize tasks accordingly to deal successfully when handling multiple projects
- Learn to ask for assistance when the work becomes overwhelming
- Create a proactive plan to complete tasks
- Minimize the distractions that keep you from accomplishing your important goals at the office

Course Objectives

- ✓ Build a Professional Development Plan to Advance Your Career
- ✓ Establish Yourself as an Indispensable Asset and Team Player in Your Organization
- ✓ Understand How to Manage Conflict and Negotiation
- ✓ Implement Techniques to Prioritize Your Workload and Time in a Chaotic Environment
- ✓ Manage the Customer Service Function in Your Office
- ✓ Become the Change Leader in Your Office
- ✓ Learn How to Effectively Execute a Project from Start to Finish

This course is specifically designed for:

- Certified Administrative Managers
- Secretaries
- Administrative Assistants
- Receptionists
- Office Managers
- Executive Secretaries

...by bringing this course on-site and developing your support staff you will ensure that your office runs smoothly and efficiently

Module 5: Project Management

- Learn how to effectively execute a project from start to finish and show greater responsibility to your boss
- Gain a better understanding of all the components necessary in planning a flawless project
- Define the roles and skills that are necessary for a successful outcome and fill potential voids
- Find out and determine why it is important to define the boundaries of your project
- Understand how to best estimate the cost of your project

Module 6: Change Management

- Identify the frameworks required to manage change in your organization
- Develop a strategy to differentiate between change and transition
- Implement a change management plan to drive organizational results and enhance your performance
- Involve your co-workers in the development of the change plan
- Evaluate risk and assess the critical elements of change
- Examine how to best communicate your change initiative to your boss, colleagues and team members

Module 7: Customer Service Management

- Overview on key performance trends being used to manage customer service function
- Focus on the development of key goals and measures to manage the customer service function
- Develop a Customer Matrix to define who your customers are
- Identify the products and services delivered by your organization and assess the customer service role
- Identify the key values sought by your organizations customers
- Manage the customers experience and the organizations internal processes simultaneously

Module 8: Critical Thinking and Problem Solving

- Strengthen your ability to influence and persuade others using decision-making skills
- Become more confident in making sound decisions
- Decrease stress related to making critical decisions and solving workplace problems
- Learn how to apply creative problem-solving techniques
- Understand the difference between inferences and assumption
- Develop strategies to influence and motivate up, down and across the organization

Additional On-Site Offerings



Strategic Planning

- Learn to Connect Strategic Planning Efforts with Performance Results
- Identify Seven Strategic Elements for Building Results Oriented Agencies
- Create Measurable Outcomes that Align with Your Agencies Mission
- Develop Results-Oriented Strategies to Achieve Departmental Outcomes
- Conduct an Organizational Readiness Assessment to Target Barriers to Change



Project Management & PMP® Exam Preparation

- Improve Project Planning and Management
- Measure and Report Project Performance
- Reduce Project Failure Rates
- Gain Valuable Tips to help Prepare for the Exam
- Navigate Process Groups and Knowledge Areas of The PMBOK®
- Reduce Project Failure Rates



Workforce Management

- Plan for the Future of Workforce of Your Agency
- Tie Leadership Development, Succession Planning and Workforce Planning to Your Agency's Mission
- Understand the Latest Human Capital Challenges and Mandates
- Provide Continuity of Leadership by Identifying Potential Candidates for Critical Senior Management Positions
- Forecast Skills Gap and Attrition in Management Ranks



Lean Six Sigma

Lean and Six Sigma are often integrated to provide a comprehensive toolset for organizations to solve problems and improve process performance. The different levels of Lean Six Sigma offered are:

- Deployment
- Champion
- White Belt
- Yellow Belt
- Green belt
- Black Belt
- Master Black Belt
- Lean Tools



Performance Measurement

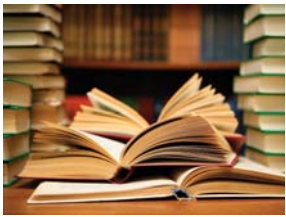
- Design Effective Performance measures to Implement Your Organization's Goals and Vision
- Develop a Performance Management System in Government to Drive Results
- Link Performance measures to a Variety of Management Processes
- Learn how to Use Organizational Goals and Objectives to Develop Appropriate Performance Measures
- Understand why You Should Measure Performance in Your Agency

Performance Institute Accreditations



For more information, contact Mark Bryan
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The Performance Institute's non-partisan, evidence-based analysis has made it the "go-to" group on government management improvement issues.



Research



National Conferences



Training



Certification



Policy Forums



Consulting