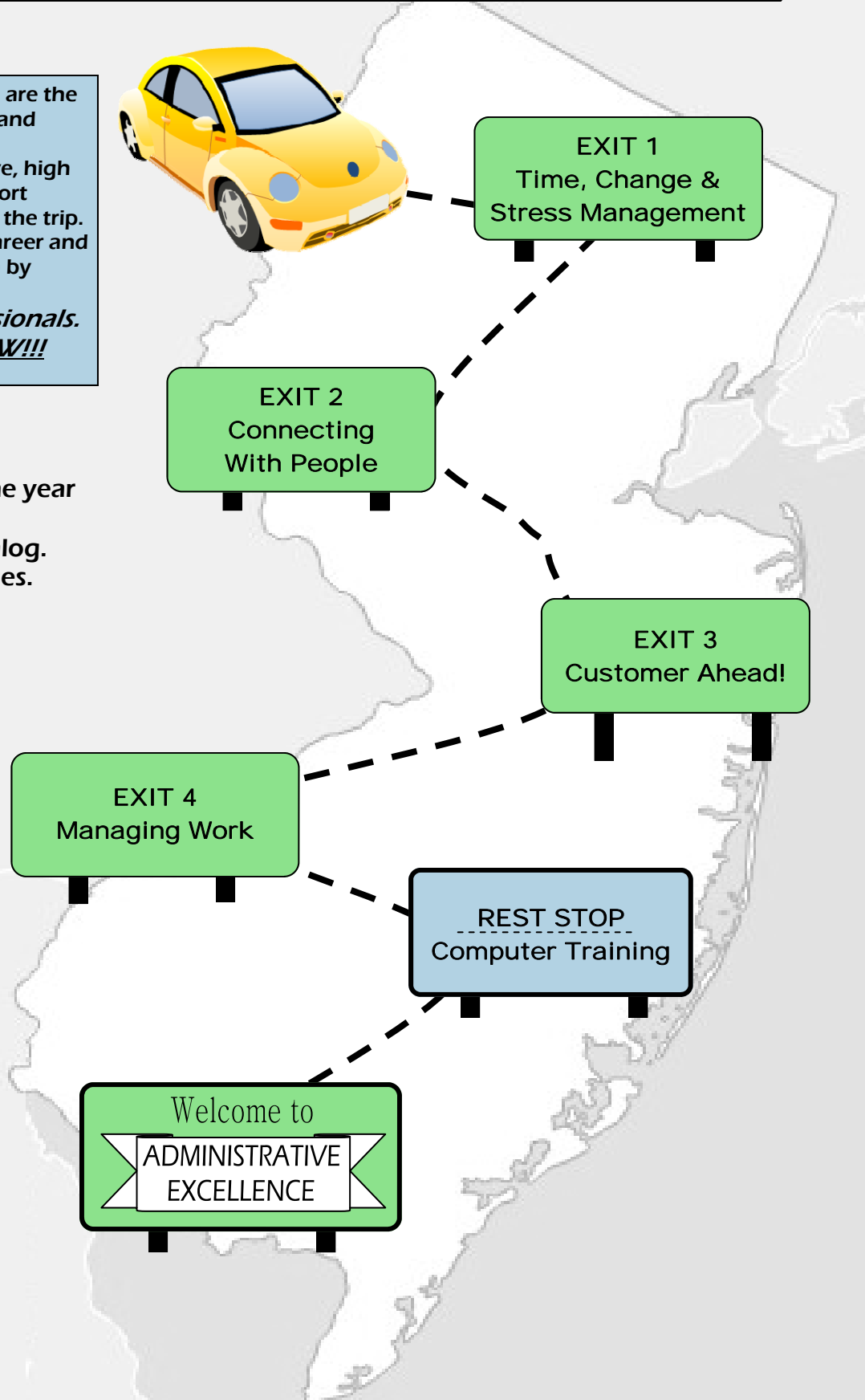# Roadmap for
"Administrative Support Professionals"

Administrative Support Professionals are the backbone of every organization and directly impact its success.
The journey to becoming an effective, high performing administrative support professional is challenging but worth the trip. Make a learning investment in your career and the success of your organization by following the Roadmap for *Administrative Support Professionals.*
➡ *START YOUR JOURNEY NOW!!!*

All courses are included in a one year subscription to the MindLeaders eLearning Catalog.
Click here to view the courses.

EXIT 1
Time, Change & Stress Management

EXIT 2
Connecting With People

EXIT 3
Customer Ahead!

EXIT 4
Managing Work

REST STOP
Computer Training

Welcome to
ADMINISTRATIVE EXCELLENCE

For additional information on the Learning Management System (LMS), **Click here.**

Roadmap for
"Administrative Support Professionals"
START YOUR JOURNEY NOW!!!

Exit 1 - Time, Change & Stress Management (17 hours, 1 minute)

Personal Management - (Total Time: 4 hours, 27 minutes) *back to map*

Complete the following courses:
- Business Protocol (Self- Management (Videos) – Course 2) – 17 minutes
- Leap of Faith (Self-Management (Videos) – Course 6) – 17 minutes
- Self Motivation Through Self Talk (Self-Management (Videos) – Course 7) – 21 minutes
- Self Talk First Aid Kit (Self-Management (Videos) – Course 8) – 20 minutes
- The Influence Edge Model (Self-Management (Videos) – Course 11) – 16 minutes
- Becoming More Assertive (Self-Management (Videos) – Course 1) – 17 minutes
- Goal Setting and Action Planning (Self-Management (Videos) – Course 5) – 19 minutes
- Been There, Done That, Now What? (Career Development (Videos) – Course 1) – 2 hours
- The Influence Edge and Your Career (Career Development (Videos) – Course 2) – 12 minutes
- Working Wounded: Dealing With a Messy Desk (Self-Management (Videos) – Course 12) - 2 minutes
- Working Wounded: Getting More Work Done (Self-Management (Videos) – Course 13) - 3 minutes
- Working Wounded: Office Politics (Self-Management (Videos) – Course 14) – 3 minutes

Managing Change - (Total Time: 2 hours, 36 minutes) *back to map*

Complete the following courses:
- Dealing With Non-Stop Change (Self-Management (Videos) – Course 4) – 20 minutes
- Working With Individuals (Managing Change – Course 3) – 2 hours
- The Influence Edge and Change (Self-Management (Videos) – Course 10 – 16 minutes

Time Management - (Total Time: 6 hours) *back to map*

Complete the following courses:
- Prioritizing and Procrastinating (Time Management for Maximum Productivity – Course 2) – 1 hour
- Controlling Time Leaks (Time Management for Maximum Productivity – Course 5) – 1 hour
- Evaluating and Improving Time Management (Time Management Fundamentals – Course 1) – 2 hours
- Organizing Tasks and Creating Uninterrupted Time (Time Management Fundamentals – Course 2) – 2 hours

Stress Management - (Total Time: 3 hours, 58 minutes) *back to map*

Complete the following courses:
- Stress on the Job (Stress Management – Course 1) – 1 hour, 3 minutes
- Resisting Stress (Stress Management – Course 2) – 59 minutes
- Assertiveness (Stress Management – Course 3) – 1 hour
- Coping With Anger (Stress Management – Course 4) – 56 minutes

Roadmap for "Administrative Support Professionals"

Exit 2 - Connecting with People (18 hours, 44 minutes)

Face to Face Communication - (Total Time: 6 hours) *back to map*

Complete the following courses:

- Elements of Powerful Communication (Communicating With Power – Course 1) – 1 hour
- Persuasive Appeals (Communicating With Power – Course 2) – 1 hour
- Active Listening (Communicating With Power – Course 4) – 2 hours
- Communication (Dealing With Difficult People – Course 6) – 2 hours

Written Communication - (Total Time: 12 hours, 21 minutes) *back to map*

Complete the following courses:

- Effective Business Writing (Communication (Videos) – Course 2) – 21 minutes
- Writing Skills (Effective Business Communication – Course 2) – 2 hours
- Letters (Effective Business Communication – Course 4) – 2 hours
- Memos, E-mail and Other Communication (Effective Business Communication – Course 5) – 1 hour
- Reports (Effective Business Communication – Course 6) – 1 hour
- Writing Effective E-Mails (E-Mailing Your Way to the Top – Course 2) – 3 hours
- Fundamental Sentence Structures (Grammar – Course 1) – 3 hours

Telephone Techniques - (Total Time: 23 minutes) *back to map*

Complete the following courses:

- Telephone Etiquette (Communication (Videos) – Course 8) – 23 minutes

Exit 3 - Customers Ahead! (19 hours, 6 minutes)

Dealing with Difficult People - (Total Time: 6 hours) *back to map*

Complete the following courses:

- Consideration (Dealing With Difficult People – Course 2) – 2 hours
- Attitude (Dealing With Difficult People – Course 3) – 1 hour
- Trust (Dealing With Difficult People – Course 4) – 1 hour
- Power (Dealing With Difficult People – Course 5) – 1 hour
- Responsibility (Dealing With Difficult People – Course 7) – 1 hour

Customer Service - (Total Time: 5 hours, 48 minutes) *back to map*

Complete the following courses:

- Defining Service (Customer Service – Course 1) – 5 hours
- Delighting Your Customers (Customer Service (Videos) – Course 2) – 3 minutes
- Dealing With Customer Complaints (Customer Service (Videos) – Course 8)- 15 minutes
- Exceeding Customer Expectations (Customer Service (Videos) – Course 9) – 13 minutes
- Getting to Know Your Customers (Customer Service (Videos) – Course 10) – 17 minutes

Conflict Resolution - (Total Time: 5 hours, 18 minutes) *back to map*

Complete the following courses:

- Resolving Conflict (Communicating With Power – Course 5) – 2 hours
- Resolving Conflict (Communication (Videos) – Course 7) – 15 minutes
- Working Wounded: Working Through Conflict (Communication (Videos) – Course 15) – 3 minutes
- Understanding Behavioral Intentions (Building Relationships – Course 2) – 2 hours
- Choosing Your Approach (Building Relationships – Course 3) – 1 hour

Networking - (Total Time: 2 hours) *back to map*

Complete the following courses:

- Socializing at Work (Building Relationships – Course 1) – 2 hours

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Exit 4 - Managing Work (16 hours, 39 minutes)

Team Building - (Total Time: 4 hours) *back to map*

Complete the following courses:
- Building Effective Teams (Teams That Work – Course 1) – 2 hours
- Leading Effective Teams (Teams That Work – Course 2) – 2 hours

Introduction to Management & Leadership - (Total Time: 5 hours, 39 minutes) *back to map*

Complete the following courses:
- Functions of Frontline Management (Fundamentals of Business Management – Course 2) – 3 hours
- Ready! Set! Manage! (Management Skills Introduction – Course 1) – 35 minutes
- Bringing the Workplace to Life (Interview) (Management (Videos) – Course 2) – 3 minutes
- Creating and Communicating Vision (Leadership (Videos) – Course 1) – 19 minutes
- Creating Organizations With Many Leaders (Interview) (Leadership (Videos) – Course 2 – 6 minutes
- The Leadership Challenge: Challenge the Process (Leadership (Videos) – Course 16) – 25 minutes
- The Leadership Challenge: Enable Others to Act (Leadership (Videos) – Course 17) – 24 minutes
- The Leadership Challenge: Encourage the Heart (Leadership (Videos) – Course 18 - 24 minutes
- The Leadership Challenge: Model the Way (Leadership (Videos) – Course 20) – 23 minutes

Problem Solving & Decision Making - (Total Time: 7 hours) *back to map*

Complete the following courses:
- Fixing Problems (Customer Service – Course 3) – 4 hours
- The Productive Thinking Model (Problem Solving Through Productive Thinking – Course 3) – 3 hours

Rest Stop - Computer Training

Computer Training - (Total Time: Minimum of 10 hours) *back to map*

Students must select at least one Excel, PowerPoint and Word course from the categories of courses listed below. Please note that categories have been included for 2007 and 2010 courses and your selections should be based on the version of the software that is available in your organization. At least 10 hours of training must be obtained after completing all the selected courses in this section. Please make your selections based upon both your personal development needs and the needs of your organization. If you are unsure as to where to start in each category, begin by opening the first course and completing the skills assessment. If you are able to master the skills assessment for that particular course please select another higher level course that better fits your developmental needs.

*PLEASE continue TO NEXT PAGES FOR THE LIST OF COMPUTER COURSES.

➡️ **2007**

➡️ **2010**

Roadmap for
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Computer Training (cont.)

Computer Training - (Total Time: Minimum of 10 hours)
For 2007 users, please select at least one Excel, one PowerPoint and one Word course
for a combined minimum of 10 hours of training.

Excel 2007
- Getting Started (Excel 2007 – Course 1) – 2 hours
- Creating a Worksheet (Excel 2007 – Course 2) – 3 hours
- Formatting Data (Excel 2007 – Course 3) – 1 hour
- Editing and Printing Worksheets (Excel 2007 – Course 4) – 1 hour
- Managing Worksheets (Excel 2007 – Course 5) – 2 hours
- Using Charts and Objects (Excel 2007 – Course 6) – 2 hours

Excel 2007 Advanced
- Filtering and Sorting Data (Excel 2007 Advanced – Course 1) – 2 hours
- Using Pivot Tables (Excel 2007 Advanced – Course 2) – 2 hours
- Working with Functions (Excel 2007 Advanced – Course 3) – 3 hours
- Using Data Analysis Tools (Excel 2007 Advanced – Course 4) – 1 hour
- Automating with VBA Macros (Excel 2007 Advanced – Course 5) – 2 hours
- Adding Connections and Importing Data (Excel 2007 Advanced – Course 6) – 2 hours

PowerPoint 2007
- Getting Started (PowerPoint 2007 – Course 1) – 2 hours
- Developing a Presentation (PowerPoint 2007 – Course 2) – 2 hours
- Design Elements (PowerPoint 2007 – Course 3) – 2 hours
- Inserting Shapes (PowerPoint 2007 – Course 4) – 3 hours
- Formatting Shapes (PowerPoint 2007 – Course 5) - 3 hours
- Clip Art, Pictures and WordArt (PowerPoint 2007 – Course 6) – 2 hours
- SmartArt Graphics (PowerPoint 2007 – Course 7) – 2 hours
- Charts and Tables (PowerPoint 2007 – Course 8) – 3 hours

Word 2007
- Getting Started (Word 2007 – Course 1) – 2 hours
- Typing and Editing Text (Word 2007 – Course 2) – 3 hours
- Formatting Text (Word 2007 – Course 3) – 2 hours
- Formatting Paragraphs and Lists (Word 2007 – Course 4) – 3 hours
- Building Tables (Word 2007 – Course 5) – 2 hours
- Working with Images (Word 2007 – Course 6) – 2 hours

Destination:

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Computer Training (cont.)

Computer Training - (Total Time: Minimum of 10 hours)

For 2010 users, please select at least one Excel, one PowerPoint and one Word course for a combined minimum of 10 hours of training.

Excel 2003 to 2010 Upgrade

- What's New in Excel 2010 (Excel 2003 to 2010 Upgrade – Course 4) – 2 hours

Excel 2010

- Using Excel 2010 (Excel 2010 – Course 1) – 2 hours

Excel 2010 MOS*

- Becoming Familiar with Excel (Excel 2010 MOS – Course 1) – 4 hours
- Performing Basic Workbook Tasks (Excel 2010 MOS – Course 2) – 3 hours
- Working with Formulas and Functions (Excel 2010 MOS – Course 3) – 4 hours
- Modifying Workbooks and Worksheets (Excel 2010 MOS – Course 4) – 3 hours
- Formatting Worksheets (Excel 2010 MOS – Course 5) - 3 hours
- Viewing and Printing (Excel 2010 MOS – Course 6) – 2 hours
- Working with Graphics (Excel 2010 MOS – Course 7) – 3 hours
- Charting , Sorting and Filtering Data (Excel 2010 MOS— Course 8) — 2 hours
- Reviewing and Sharing Data (Excel 2010 MOS – Course 9) – 4 hours

PowerPoint 2003 to 2010 Upgrade

- What's New in PowerPoint 2010 (PowerPoint 2003 to 2010 Upgrade— Course 4) — 4 hours

PowerPoint 2010

- Using PowerPoint 2010 (PowerPoint 2010 – Course 1) – 4 hours

The courses in this category are designed to prepare students for the Microsoft Office Specialist exam. However, the primary focus of each course is to master the topical content.

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Computer Training (cont.)

Word 2010
- Using Word 2010 (Excel 2010 – Course 1) – 3 hours

*Word 2010 MOS**
- Getting Started with Word 2010 (Word 2010 MOS – Course 1) – 3 hours
- Formatting Texts (Word 2010 MOS – Course 2) – 2 hours
- Formatting Paragraphs and Lists (Word 2010 MOS – Course 3) – 2 hours
- Creating Tables (Word2010 MOS – Course 4) – 2 hours
- Controlling Page Setup (Word 2010 MOS – Course 5) - 4 hours
- Templates, Themes and Quick Parts (Word2010 MOS – Course 6) – 3 hours
- Working with Pictures and Clip Art (Word2010 MOS – Course 7) – 3 hours
- Creating Shapes and SmartArt (Word 2010 MOS— Course 8) — 3 hours
- Reviewing Documents (Word 2010 MOS— Course 9) — 2 hours
- Creating References and Links (Word 2010 MOS— Course 10) — 3 hours
- Sharing and Sending Documents (Word 2010 MOS – Course 11) – 3 hours

* The courses in this category are designed to prepare students for the Microsoft Office Specialist exam. However, the primary focus of each course is to master the topical content.

Destination:

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ADMINISTRATIVE
EXCELLENCE