



Administrative Staff: You Hold the Keys to the Kingdom

May 9, 2018
AGENDA

- 9:00 INTRODUCTIONS AND WORKSHOP OVERVIEW
- 9:15 ICEBREAKER ACTIVITY...HOW OUR PERSONAL VALUES GET IN THE WAY AT WORK
What Employers Expect in the Workplace
Top Five Soft Skills Needed for Success at Work
- 9:30 *"Do you want fries with that?"*
CUSTOMER SERVICE
- 10:30 BREAK
- 10:45 *"You want me to do WHAT? That is NOT in my job description!"*
POSITIVE ATTITUDE
TAKING INITIATIVE
- 12:00 LUNCH
- 1:00 *"How am I supposed to juggle all this and get anything done right?"*
MULTI-TASKING & PRIORITIZING WORK
MEETING DEADLINES
- 2:15 BREAK
- 2:30 *"She's not going to talk to me that way, I don't need that tone!"*
WORKPLACE COMMUNICATION
PROBLEM-SOLVING TO BE AN ASSET TO THE TEAM
- 3:45 WRAP-UP