



PROFESSIONAL COMPETENCY: administrative assistant

EXTRAORDINARY ASSISTANTS

Understanding the workplace is the first step in becoming a successful and extraordinary administrative assistant. Assistants who know who they are, where they are, and what is expected of them will go a long way in effectively serving their internal and external customers. Extraordinary Assistants discusses the importance of a thorough knowledge of workplace culture, understanding the ethical expectations related to that culture, and the proper steps to building rapport and winning the trust of co-workers and customers.

Objectives:

By the end of this workshop, participants will be able to:

- Understand the culture and context of local government
- Understand the importance of ethical practices by local government employees
- Understand the steps to effective communication and rapport building
- Understand the importance of self-awareness

