



Extraordinary Assistants: Understanding the Workplace

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 building rapport
- Understand the importance of self-awareness



Summary

Understanding your workplace is the first step in becoming a successful and extraordinary administrative assistant. Those who know who they are, where they are, and what's expected of them will go a long way in effectively serving their internal and external customers.

Extraordinary Assistants: Understanding the Workplace is a four-hour course that includes a thorough knowledge of your 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.

As the first class in the **Administrative Assistant Series**, this class provides the initial and basic concepts for becoming an Extraordinary Administrative Assistant.