



Computer Software and Business Skills

Online Video Training

Administrative

Assistant

Manual



Administrative Assistant Manual

This KnowledgeCity.com training manual is designed to be used as a reference to the online video training. This manual contains descriptions and images from your training course. Have this manual handy as a supplement when viewing the training video.

All trademarks mentioned herein belong to their respective owners. Unless identified with the designation "COPY FREE," the contents of this manual are copyrighted by KnowledgeCity.com. KnowledgeCity.com hereby authorizes you to copy documents published by KnowledgeCity.com on the World Wide Web for non-commercial use within your organization only. In consideration of this authorization, you agree that any copy of these documents you make shall retain all copyright and other proprietary notices contained herein.

You may not otherwise copy or transmit the contents of this manual either electronically or in hard copies. You may not alter the content of this manual in any manner. If you are interested in using the contents of this manual in any manner except as described above, please contact "info@knowledgecity.com" for information on licensing.

Nothing contained herein shall be construed as conferring by implication, estoppels, or otherwise any license or right under any patent, trademark, or other property right of KnowledgeCity.com or any third party. Except as expressly provided above, nothing contained herein shall be construed as conferring any license or right under any copyright or other property right of KnowledgeCity.com or any third party. Note that any product, process, or technology in this document may be the subject of other intellectual property rights reserved by KnowledgeCity.com and may not be licensed hereunder.

About This Course

Author: Jean Fransblau

Runtime: 3hrs. 52min.

Lessons: 32

Course Description

As an assistant, you are essential to the day-to-day operations of your business. At times, the demands can seem overwhelming, especially when they come from multiple people. This course teaches you how to prioritize your workload, helping you become the skilled and versatile assistant your work needs.

Table of Contents

Chapter 1: Managing Your Time 5

 Lesson 1: Four Quadrants Overview: Learning from Quadrants I and III..... 5

 Lesson 2: Exercises..... 8

 Lesson 3: The Procrastination Quadrant..... 10

 Lesson 4: The Power Quadrant 12

Chapter 2: Interruptions and Flexibility..... 14

 Lesson 1: Managing Interruptions 14

 Typical Interruptions..... 14

 Ideas on How to Handle Them..... 14

 Lesson 2: Finding Your Flexibility 15

 Lesson 3: Working in “The Zone” 16

Chapter 3: Planning..... 17

 Lesson 1: The ABC-123 Planning Technique..... 17

 Lesson 2: Your Calendar/Planner/Scheduler..... 18

 Lesson 3: Organization as an Issue of Generation..... 19

Chapter 4: Processes and Paperwork 20

 Lesson 1: Extreme Paperwork Styles..... 20

 Lesson 2: Dealing With the Boss’ Desk..... 21

Lesson 3: Lessons in Feng Shui 22

 Lesson 4: Nine Great Ideas for Keeping Your Desk Organized 24

 Lesson 5: The End-Of-Day Rule 25

Chapter 5: Reading People 26

 Lesson 1: Nonverbal Communication Cues 26

 Lesson 2: Personality Types 27

Administrative Assistant Manual

Chapter 6: Diplomacy.....	28
Lesson 1: Listening Skills	28
Lesson 2: Giving Constructive Feedback with Care	30
Lesson 3: Building Rapport and Trust.....	32
Chapter 7: The Boss and the Office	34
Lesson 1: Getting Along With Your #1 Customer	34
Lesson 2: Thriving With Several Bosses.....	35
Lesson 3: Performance Reviews.....	39
Lesson 4: Understanding Office Politics	40
Chapter 8: Dealing with Frustration on the Job.....	44
Lesson 1: Communication Styles.....	44
Lesson 2: Styles of Dealing with Frustration	46
Lesson 3: Your AHA! Tool Kit for Managing Frustration.....	48
Chapter 9: Business Writing Refresher	51
Lesson 1: Spelling and Proofreading	51
Lesson 2: Grammar and Usage Refresher	52
Lesson 3: Eliminating “Word Weeds”	54
Appendix	55
<i>Goals</i>	58
Bibliography	59

Administrative Assistant Manual

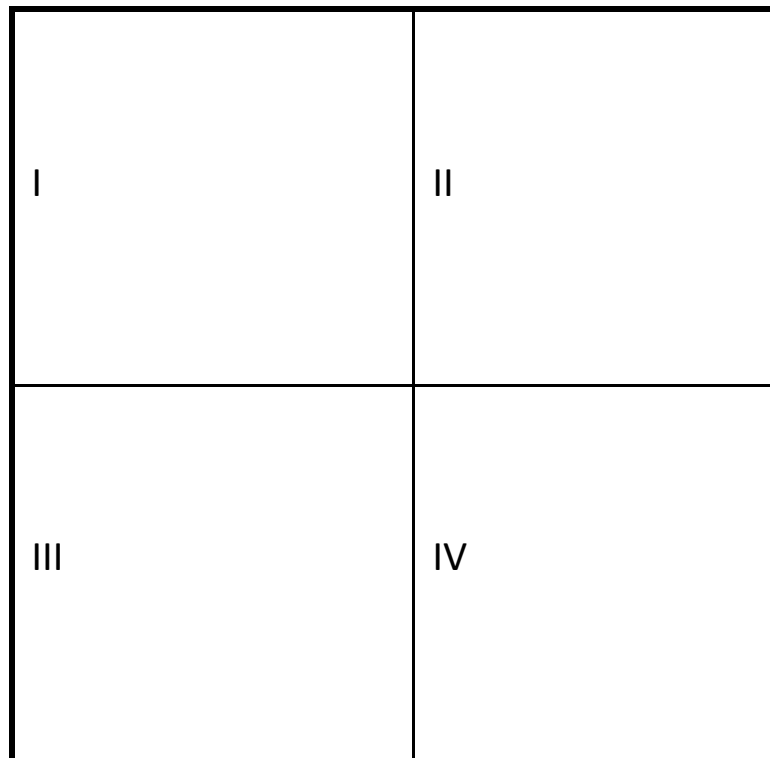
Chapter 1: Managing Your Time



Beginning Your Day with the End in Mind

What are your intentions for this session?

Lesson 1: Four Quadrants Overview: Learning from Quadrants I and III



*Adapted from the *7 Habits of Highly Effective People*, Stephen Covey

Administrative Assistant Manual

Quadrant 1- Getting out of the “Putting Out Fires” Habit



What are some unhelpful behaviors you have observed in yourself or others that create unnecessary chaos or drama at work?

Sometimes it's not what a person does but what a person *doesn't* do that creates chaos and drama. What ignored activities might ultimately create problems at work?

Administrative Assistant Manual

Quadrant 3 – Winning Back Your Precious Time



Examples of Q3 Time-Wasters

- Some meetings
- Some phone calls
- Some interruptions (even the boss!)
- Some reports

List activities at work that may fit into Quadrant 3:

Administrative Assistant Manual

Tools for the Game:

- Delegate
- Automate
- Eliminate

*This will be possible with boundaries and diplomacy

Lesson 2: Exercises



You have been with your company for three months. Every month you spend four hours putting together a required report. You are pretty sure that no one is using the report. You were trained by an assistant who had been doing the report for the past ten years.

What would your next steps be?

Administrative Assistant Manual

How to Talk to the Boss about Quadrant 3



- 7 days of leverage
- The scientific approach
- Costs in terms of time, money, morale, and focus

Negotiation Exercise

1. Choose one Quadrant 3 activity you'd like to do less—an activity that will require buy-in from your boss
2. Use the space below to write a script for what you would say to your boss
3. Try the script out

Script:

Administrative Assistant Manual

Lesson 3: The Procrastination Quadrant

What are projects at work and/or home that you could use help getting started?

Setting the Tone to Get Started:

	Unproductive	Productive
Physical	I'm hungry, I have to use the restroom and it's distracting me	I'm rested, comfortable, and ready
Mental	Stinkin' thinkin' (I'm always late; I'll never figure this out, I'll never catch up...)	I am competent; I can complete this in perfect time.
Emotional	Guilt, worry	Relieved, proud

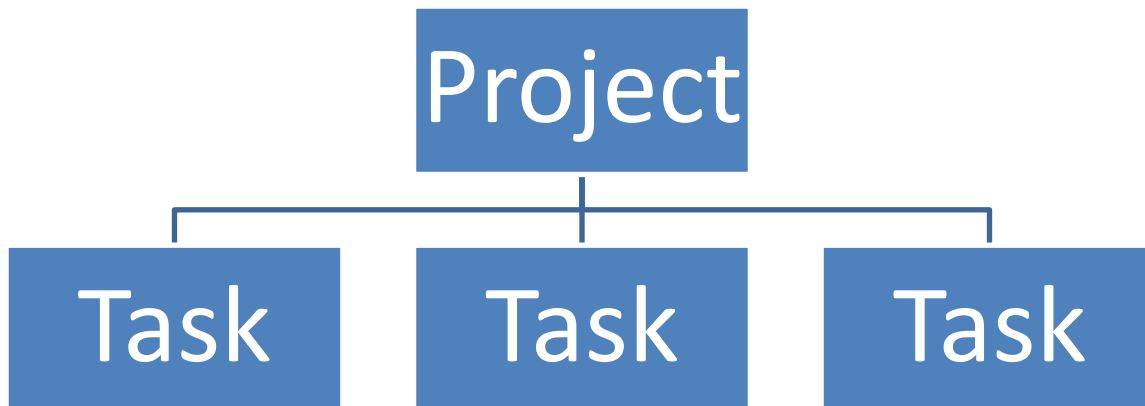
Administrative Assistant Manual

The Mental/Emotional Rehearsal Experience



Notes:

Divide the project into small tasks:



Administrative Assistant Manual

The Four Quadrants Put into Practice:

List the activities you did on your last day of work:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Which activity fits into which quadrant?

Urgent/Important	Not Urgent/ Important
Urgent/ Not Important	Not Urgent/ Not Important

Administrative Assistant Manual

Chapter 2: Interruptions and Flexibility

Lesson 1: Managing Interruptions

Typical Interruptions	Ideas on How to Handle Them

Here are some ideas:

- Walk and talk
- Colored signs
- A company called Cube Door makes cubicle doors
- Office furniture layout
- Quiet hour
- Disappearing act

Administrative Assistant Manual

Lesson 2: Finding Your Flexibility

“We’re told time and time again that the key to happiness is living in the present moment. You are being paid every day to practice this life skill.”

Jean Franzblau

Your flexibility affirmation:

I am in the _____ place at the _____ time doing the _____ thing.



Relax and write this affirmation (or an even better one that you write for yourself) three times:

Administrative Assistant Manual

Lesson 3: Working in “The Zone”

When are you most productive at work? _____

When do you often feel tired at work? _____

Is there anything you can do to extend the amount of time you are “in the zone”?



What can a person do to help themselves when they have to be awake and functional during their “non-zone” time?

Taking full advantage of being in the zone:

1. There is a relaxed urgency
2. Ask those you work with when they are in the zone
3. Be mindful of how certain foods affect you

Administrative Assistant Manual

Chapter 3: Planning

Lesson 1: The ABC-123 Planning Technique

Step 1. Brain Dump (list everything on your mind in no particular order)

Step 2. Categorize

A: It _____ get done today

B: It _____ until _____.

C: It can _____ for a _____ or longer.

Step 3. Number the A's, B's and C's



✓ X →	A-B-C 1-2-3	Brain Dump Goes Here

❖ Hint: If you're using a paper system, write in pencil

Administrative Assistant Manual

Lesson 2: Your Calendar/Planner/Scheduler



Consider these issues with your current system. Are you satisfied in each of these areas?

- Portable (do you need it at your fingertips at all times?)
- Easy
- Convenient
- Intuitive
- Secure (if the calendar gets destroyed, do you have a backup?)

Is your system still working for you? _____

Could you refine your use of your current system? _____

Administrative Assistant Manual

Lesson 3: Organization as an Issue of Generation

Here are the four generations working side by side:

GENERATION TIMELINE			
1922–1945	1946–1964	1965–1980	1981–2000
Veterans, Silent, Traditionalists	Baby Boomers	Generation X, Gen X, Xers	Generation Y, Gen Y, Millennial, Echo Boomers

Why might older generations be less comfortable throwing things away?



1. Long standing _____.
2. Once upon a time, no one knew how and why to _____
_____ which lead to _____.

Administrative Assistant Manual

Chapter 4: Processes and Paperwork

Lesson 1: Extreme Paperwork Styles



Lots of Stuff Everywhere



Every Object Put Away

Where are you within these two extremes? Mark it on the arrow below.



Administrative Assistant Manual

Lesson 2: Dealing With the Boss' Desk



Does he/she want your help?

How can you try to convince your boss to let you help?

W _____

I _____

I _____

F _____

M _____

What are the benefits of your boss having a more organized desk?

1.

2.

3.

Administrative Assistant Manual

Paperwork Inventory

This exercise helps to identify where there may be a “missing process.”

OBJECTS	HOW THEY GET OFF MY DESK

Lesson 3: Lessons in Feng Shui



Feng Shui is the ancient Chinese art of placement and aesthetics. Its purpose is to improve positive life force. Many Feng Shui experts are focusing their attention on improving the positive energy of office spaces.

Administrative Assistant Manual

Here are tips created just for this workbook:

1. Clean or dust your desk for a burst of energy or to gain insight into a work issue.
2. If your desk is in a common or high-traffic area, get a mirror (either one with a stand or a clip-on one for your computer screen) and angle it so you can see behind you. This will help you feel more peaceful and focused at work.
3. Place your desk as far from your office door as possible, and position it so you can see the door. You will be facing your opportunities, and you will be leaving room for advancement. It is even better if you are not in line with the door, but kitty-corner to it.
4. Keep a plant at your desk to keep the air clean; it will also help you to stay grounded and connected to nature.
5. Take small breaks to renew your energy throughout the day; try walking, stretching, or taking a few deep breaths with your eyes closed.

* Tips provided by Katie Grant at the Grant Redesign Group

Administrative Assistant Manual

Lesson 4: Nine Great Ideas for Keeping Your Desk Organized

“Your desk should be as organized as it needs to be for you to get your work done.”

Nanci McGraw

- 1) Minimize the number of things around you; keep out just what you need
- 2) Make sure your office chair is comfortable (so you can focus!)
- 3) Trash your junk mail without opening it
- 4) Clean out your inbox daily (even if you haven't done everything); this helps you re-prioritize
- 5) Know you can do three things with paper:
 - a. Do it (you will handle it)
 - b. Delegate it (someone else will handle it)
 - c. Dump it (you get rid of it)
- 6) Be willing to throw away anything unnecessary
- 7) Be sure files aren't overstuffed (This is the leading cause of paper cuts!)
- 8) For a large clean-up project, focus on a small goal (like the lower, left-hand drawer)
- 9) Make sure you have good lighting at your desk

* Adapted from *Organized for Success* by Nanci McGraw

Administrative Assistant Manual

Lesson 5: The End-Of-Day Rule



Stop working _____ before you actually _____.

What activities can you do during this time?

- Create a plan for tomorrow
- Put things away
- Backup computer files
- _____

Administrative Assistant Manual

Chapter 5: Reading People

Lesson 1: Nonverbal Communication Cues

Paying closer attention to what people do with their bodies can give you strong clues about how they are feeling and how to get along with them.

Observation	What it might mean
Foot tapping at a concert	
Eyes big and pupils dilated while looking at someone	
Fidgeting at a long meeting	
A person turns her body and steps away during a conversation	
An employee rolls his eyes while listening to a coworker complain	
Someone is silent but crinkles her eyebrows after you've made a point	
A person avoids eye contact with the meeting leader	

Administrative Assistant Manual

Lesson 2: Personality Types

In this section, consider thinking of people as simply colorful. What qualities on this chart do you recognize in yourself and in those you work with?



Extrovert

Relater **Innovator**

Analyzer **Driver**

Slower-Paced

Faster-Paced

Introvert

Administrative Assistant Manual

Chapter 6: Diplomacy

Lesson 1: Listening Skills



Remember a time when you felt heard.

Describe what you recall about the listener's:

- Eyes
- Facial expression
- Body posture
- Voice tone
- Interruptions

Administrative Assistant Manual

Paraphrase Drill to Try Later:

1. Choose a partner for this exercise
2. Decide who will be Person A and who will be Person B
3. Person A shares for one minute; Person B listens
4. Person B then paraphrases what Person A shared
5. Observe each other's body language and voice tone
6. Switch so both get a turn to listen and paraphrase

Tips on receiving constructive feedback with grace:

1. Understand – it's not easy to give feedback
2. Thank the person for their feedback
3. Allow yourself time to digest what you've heard
4. Assume the best intentions
5. Breathe to keep calm
6. Paraphrase what you heard to double-check your understanding

Administrative Assistant Manual

Lesson 2: Giving Constructive Feedback with Care



Praise in public, criticize in private.

Break the ice:

- “I have a suggestion that I think will be helpful to you.”
- “I have a few ideas that I think will help us work better together.”

Phrases to Memorize:

- I feel bad about this misunderstanding; it’s important to me that we relate well
- I can tell this is a big deal for you
- I didn’t know I seemed that way to you
- I can understand your point of view
- Let’s figure this out together

*Adapted from *Power Phrases*, Meryl Runion

Administrative Assistant Manual

Direct and Diplomatic Communication

O _____

A _____

C _____

A _____

Using the OACA model, write your own script for a challenging conversation you may need to have.

_____ what you mean, _____ what you say, without being

_____ when you _____ .

*Adapted from Speak Strong, Meryl Runion

Administrative Assistant Manual

Lesson 3: Building Rapport and Trust



Here are ways to mirror another person:

- Pace
- Intensity
- Volume
- Body Posture
- Vocabulary

Choose a mirroring technique to practice later. Observe how it feels. See if the other person responds to you differently.

Administrative Assistant Manual

A great trust building technique:

Do

What

You

Say

You

Will

Do

Administrative Assistant Manual

Chapter 7: The Boss and the Office

Lesson 1: Getting Along With Your #1 Customer



Think of your boss as your #1 customer. How well you work with your boss can determine how satisfied you feel in your role. Enhancing this relationship to make it the best it can be can improve the quality of your days at work – and even the quality of your life. It's that important!

Could your relationship with your boss be better? If so, how would you like for it to improve?

Below are nine factors in a high quality boss/assistant relationship. Put a check next to the ideas that could improve your particular situation.

- 1. Suggest solutions to issues (not just problems)
- 2. Help your boss look good
- 3. Give positive reinforcement
- 4. Track your successes at work (especially money savings) and let your boss know
- 5. Style shift to match your boss's pace and style
- 6. Have healthy boundaries with your boss

Administrative Assistant Manual

- 7. Be humble and honest about your mistakes (without groveling!)
- 8. Protect your boss's time
- 9. Engage only in "positive gossip" about your boss (abstain from any other kind)

Lesson 2: Thriving With Several Bosses

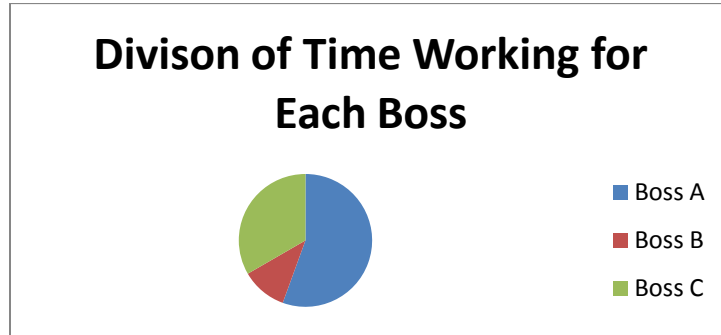
Serving several bosses takes incredible tact and diplomacy—especially when there's a lot of work to do. The first lesson is to stop pretending that each boss is the only one. Spend a week observing how much time you spend helping each boss. Use the chart below (There is also a blank one in the back for you to use).

Multiple Boss Time-Tracker

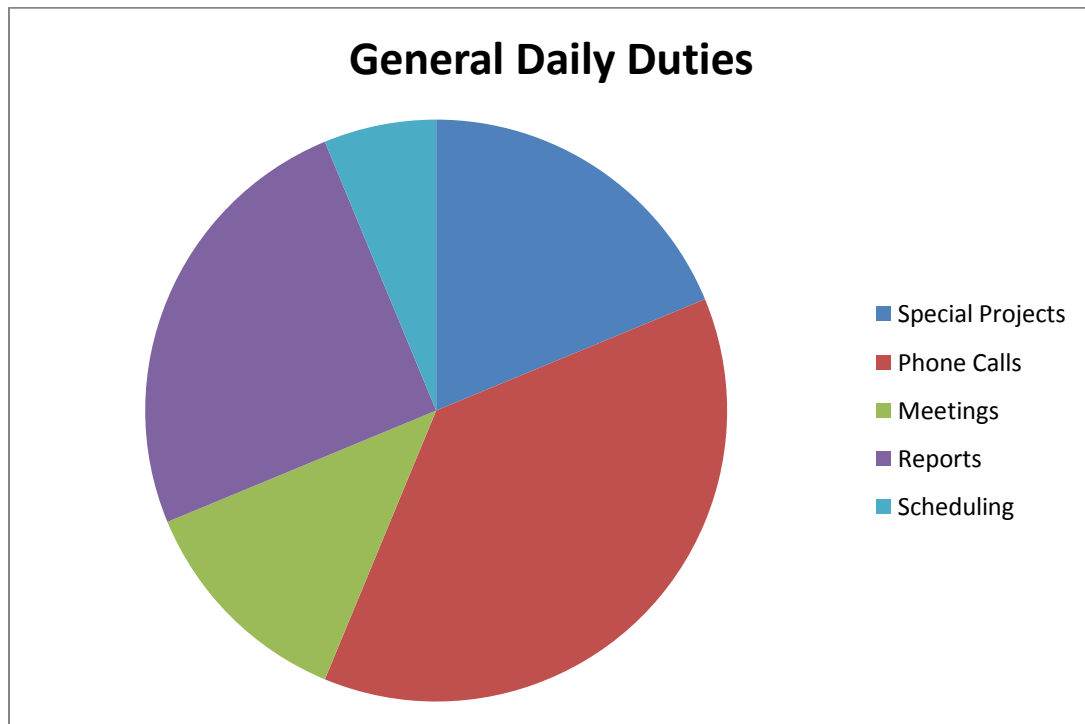
	Boss A	Boss B	Boss C
8:00-9:00am			
9:00-10:00am			
10:00-11:00am			
11:00-12:00pm			
12:00-1:00pm			
1:00-2:00pm			

Administrative Assistant Manual

In this example, let's say I worked for Boss A for 5 hours, Boss B for 1 hour and Boss C for 2 hours. From the data I collected using my Multiple Boss Time-Tracker, I created this pie chart. This can be a real reality check for your bosses and may affect how they delegate to you.



It may also be helpful for your boss to know how your time is generally divided. Here's an example:



Administrative Assistant Manual

The Art of Diplomacy

When the boss is expecting you to drop everything and take care of a new project, it can be helpful to ask:

- “Which project would be best to put on hold so I can get on this one right away?”
- “I’d like to be able to complete this when you need it; if I’m able to let calls roll to voicemail for the next two hours, I’ll be able to hit your deadline. May I do that?”

A Great Way to Work Smart and Impress Your Boss:



_____ promise and _____ deliver.

Administrative Assistant Manual

Preparing to Say "No" with F-L-O-W



Here is the formula for how to use it:

1. Compassion statement (or attitude)
2. Limitation statement (time, interest, energy, budget...)
3. Helpful option statement
4. Close your mouth

Administrative Assistant Manual

Lesson 3: Performance Reviews

One goal for a performance review is for there to be no surprises—except good ones that have to do with raises in pay, perks, and promotions. Here are six ways to make the best of every annual performance review.

- 1) Have an informal review every three months. See the appendix for great questions to ask your boss.
- 2) Do an online salary survey to see what others are making in your field, with your years of experience and in your area. If you find that you're underpaid, bring this information along to ask your boss about raising your salary to the market rate.
- 3) Bring a list of goals that you set at your last meeting, along with the status of each goal. What if you didn't set goals last time? Now is the time to set goals in order to track your progress. Seeing your accomplishments in black and white will make it easier for your boss to justify paying you more.
- 4) Track how much money/time you save your company with your brilliant ideas and initiatives. If you saved your company \$5,000 this year, do you see how it might be easy to justify a bonus of \$2,500?
- 5) Make a list of what is working well and what you appreciate about your job and your boss. It's refreshing for a boss to hear a positive inventory. It also builds a good rapport which will be useful when you have suggestions for improvements.
- 6) Carefully and respectfully suggest improvements if you have any. (You have to use your best judgment about whether your boss can handle this kind of feedback from you. Many have the strength and maturity for this, though others do not.)

Administrative Assistant Manual

Lesson 4: Understanding Office Politics

How would you define office politics?

An honest look at your company:



Administrative Assistant Manual

Networking Inside Your Company



Leaders are taught to “Lead by Wandering Around.” Though you may not have the title of leader, it can be helpful every so often to say hello to people in other departments and observe what is happening. Your friendliness and encouragement can build rapport which will be useful when you or your boss need help and cooperation.

Also, if you aspire to move to a different department, it’s helpful for you to develop relationships there. Many times, job openings never appear on the official job boards at work. Positions are awarded based on relationships.

Here are five questions to get you thinking about networking at work:

- 1) Who in your company does work that interests you?

Administrative Assistant Manual

- 2) Would you consider speaking with that person and asking them to informally mentor you?
-

- 3) What departments, project teams, or groups do you work with most?
-

- 4) Would it be helpful for you to have stronger or warmer work relationships with anyone in those departments or teams?
-

- 5) Would your boss support you networking with those from other departments? Might there be a “lunch budget” to support that?
-

Administrative Assistant Manual

Gossip

“A common error made by employees is that gossip is harmless.”

Jean Franzblau

We’re going to put gossip on trial. Brainstorm the pros or cons of gossip and list them below:

PROS
<ul style="list-style-type: none">•••••

CONS
<ul style="list-style-type: none">•••••

Administrative Assistant Manual

Is what I'm about to say:

True?

Kind?

Necessary?

Chapter 8: Dealing with Frustration on the Job

Lesson 1: Communication Styles

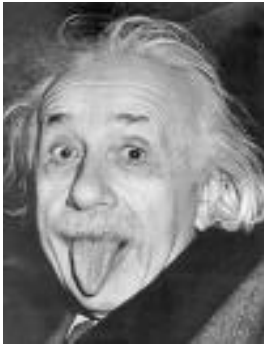
One way to think about communication is that there are four styles:

- Passive
- Aggressive
- Passive/Aggressive
- Healthy Assertive

Administrative Assistant Manual

A person's style may change depending on the situation. In your group, determine which behaviors listed below match with which communication style.

- 1) It's my way or the highway. I'll interrupt you and try to control a meeting or discussion. I'll raise my voice if it helps me get my way. My style is _____.
- 2) I don't share my opinion; I don't want to make waves. My style is _____.
- 3) I'll listen to what you have to say and I'll stick up for my opinion as well. My style is _____.
- 4) I'll sabotage your efforts or talk about you behind your back. What I tell you I feel and how I really feel is different. My style is _____.



Albert Einstein's
Definition of Insanity

Doing the _____ over and over and expecting _____
_____.

Administrative Assistant Manual



- 1) Who do you know or admire who manages his/her frustration really well?

- 2) What are your successes dealing with frustration at work?

Lesson 2: Styles of Dealing with Frustration

There are four ways of dealing with frustration. (Our goal is to practice the **Healthy Assertive** way.) Come up with an example of one behavior associated with each of the four.

1. Passive: _____

2. Aggressive: _____

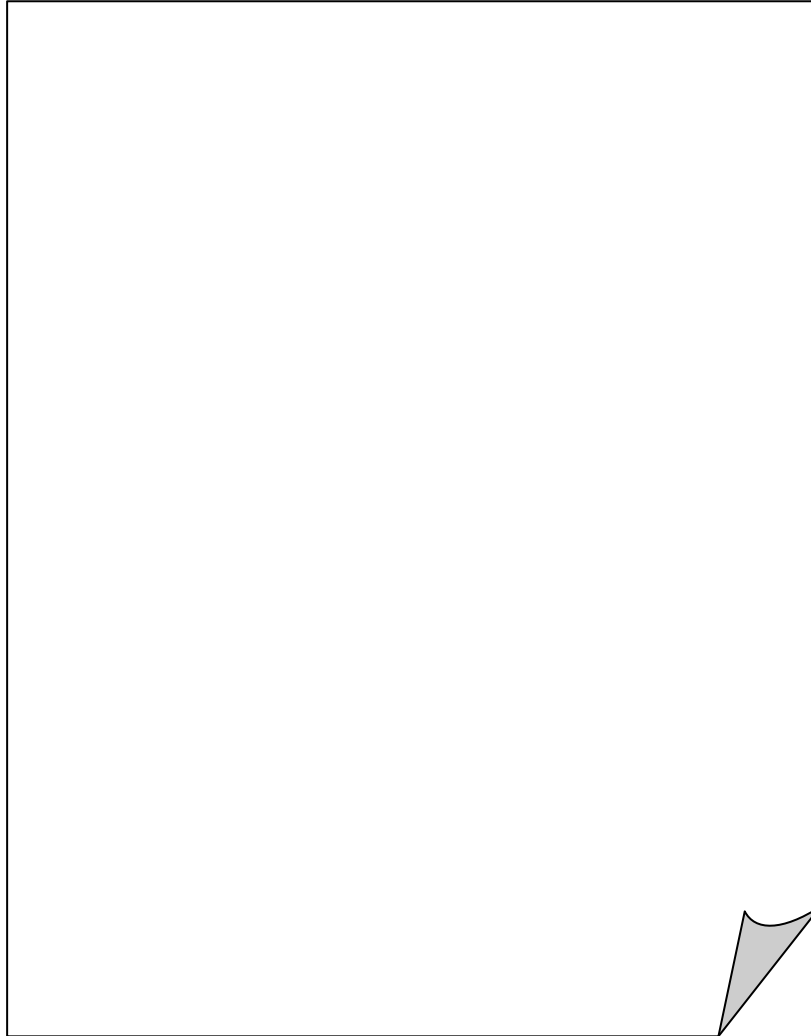
3. Passive Aggressive: _____

4. Healthy Assertive: _____

Administrative Assistant Manual

Self-Defining Success

What images, words, or insights did you get during the visioning process? You can make your notes or any kind of representation below:

A large, empty rectangular box with a thin black border. The bottom-right corner of the box is folded over, creating a triangular flap that is shaded in light gray. This box is intended for the user to provide notes or a representation based on their visioning process.

Administrative Assistant Manual

Lesson 3: Your AHA! Tool Kit for Managing Frustration

A _____

H _____

A _____

Phase 1 _____

Phase 2 _____

Who were your primary caregivers growing up?

What was each primary caregiver's style of expressing frustration?

What is your style of expressing frustration?

Administrative Assistant Manual

Healthy Ways to Release Frustration

Come up with as many ways to release frustration as you can:

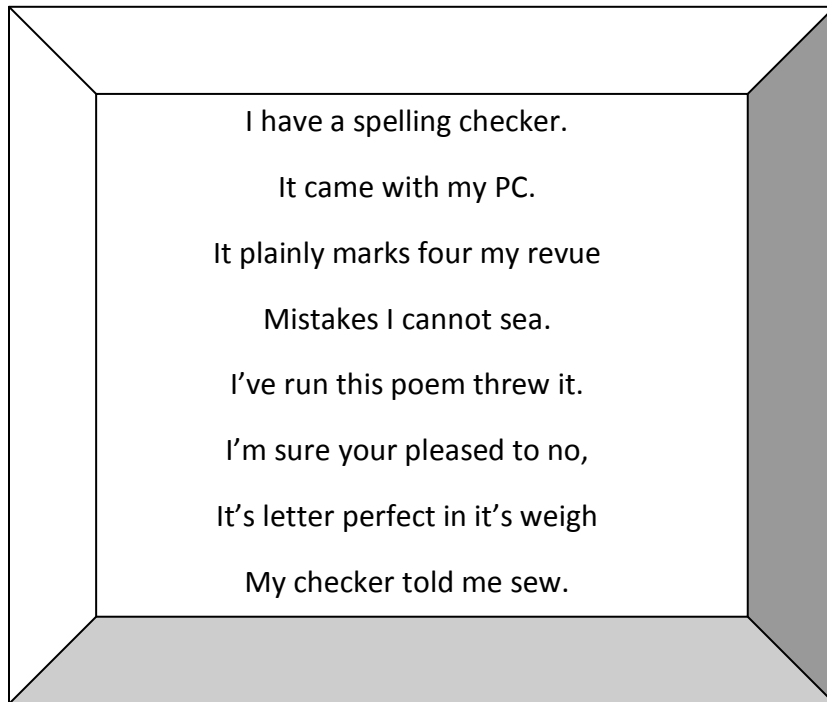
1.	7.
2.	8.
3.	9.
4.	10.
5.	11.
6.	12.

Administrative Assistant Manual

Chapter 9: Business Writing Refresher

Lesson 1: Spelling and Proofreading

Spell-Check Poetry Challenge



Author Unknown, printed in Steven Gerson's *Writing That Works*

How many errors can you count in the poem?

List some mistakes you have observed in your own writing that spell-check did not catch.

- 1.
- 2.
- 3.

Administrative Assistant Manual

Proofreading skills

- Take a break from it
- Go line by line with a clean sheet of paper
- Print it out
- Ask your writing buddy

Lesson 2: Grammar and Usage Refresher

“American grammar doesn’t have the sturdiness of British grammar...

but it has its own scruffy charm.”

Stephen King, *On Writing: A Memoir of the Craft* (2000)

1. Incorrect: Dan and Marilyn collaborates well together

Grammar Rule: A sentence’s subject must agree with the verb.

2. Incorrect: Mary, one of our most unique supervisors, are graduating on Tuesday.

Grammar Rule: A sentence’s subject must agree with the verb even if there’s a clause in between them.

3. Incorrect: Mon. was the most well attended day we’ve had in Oct.

Grammar Rule: Avoid abbreviating simple words. (It can come off as lazy.)

4. Incorrect: Pursuant to our five electronic mail conversations this week, the utilization of the building we discussed shall commence on the second day of the calendar year.

Administrative Assistant Manual

Grammar Rule: Use simple, clear language when you write.

5. Incorrect: PLEASE BE PREPARED WITH YOUR RESUME AND PORTFOLIO.

Grammar Rule: Avoid using all capital letters. People often perceive that as screaming.

6. Incorrect: My neighbor has three iguanas and 9 hamsters.

Grammar Rule: Be consistent through the whole sentence when you use numbers. In general, spell out all single digit numbers (0-9) as words.

7. Incorrect: The boss's package was brought to him today by Charlie.

Grammar Rule: Use the active voice in your sentences. Make passive sentences active by asking the question "By whom?"

* Adapted from the *Business Communication Style Guide*, Michelle Fairfield Poley, Dusty Crocker (2005)

Jean's grammar hint: When in doubt, read it _____ .

Administrative Assistant Manual

Lesson 3: Eliminating “Word Weeds”

Exercise: Cross out any unnecessary words

I willingly agreed to take on the new project even though I was tired and exhausted from my travels. I was able to rest for a period of three days and then it was time to get back to work. I accepted the fact that when I worked with this company as a consultant, I needed to shuttle back and forth between the office and the lab. It's worth it because I'm fascinated with the ongoing work in progress. It also meant that I would attend the chemistry conference in the state of Georgia. Though I've attended the conference on numerous occasions, this year promised to have an illustrious, world renowned keynote speaker.

Administrative Assistant Manual

Appendix

Multiple Boss Time-Tracker

	Boss A	Boss B	Boss C
8:00-9:00am			
9:00-10:00am			
10:00-11:00am			
11:00-12:00pm			
12:00-1:00pm			
1:00-2:00pm			
2:00-3:00pm			
3:00-4:00pm			
4:00-5:00pm			
5:00-6:00pm			

Administrative Assistant Manual

Questions for Your Boss in an Informal Performance Review

- Are you comfortable with how I communicate with customers/clients? How about with other departments?

- Are you satisfied with how we relate to each other? Do you see any need for improvement?

- Is my appearance and choice of clothing appropriate for my role?

- Do you like how I am communicating via email?

- Are there any technical skills you would like for me to develop?

- Are there any classes you suggest I take that could make me more useful in my role?

- Are you comfortable with how I organize my work space?

- Is the work I am doing accurate?

- Am I completing my work on time?

Administrative Assistant Manual

- What would you say is my biggest strength in my role?
- What is my biggest need for improvement?
- Are there any goals you suggest I set for myself?
- Can we set another informal review for three months from now?

Administrative Assistant Manual

Goals

You can set your goals using this format:

B - Believable

E – Enthusiastic

S – Specific

T – Timed

Administrative Assistant Manual

Bibliography

Organization

Caroselli, Marlene, Ed.D. *Defeating Procrastination*. SkillPath Publications, Mission, KS, 1997.

Covey, Stephen R., *The 7 Habits of Highly Effective People*, Franklin Covey, Salt Lake City, UT, 2000.

McGraw, Nanci. *Organized for Success*. SkillPath Publications, Mission, KS, 1996.

Temme, Jim. *Productivity Power – 250 Great Ideas for Being More Productive*. SkillPath Publications, Mission, KS, 1993.

Communication

Poley, Fairfield Michelle, Crocker, Dusty. *Business Communication Style Guide*, SkillPath Publications, Mission, KS, 2005.

Andrus, Carol. *Fat-Free Writing: Business Writing for the Information Age*. NETg, 2000.

Runion, Meryl. *Power Phrases*. PowerPotentials Publishing, Cascade, CO, 2007.

Runion, Meryl. *Speak Strong*. PowerPotentials Publishing, Cascade, CO, 2009.

King, Stephen. *On Writing: A Memoir of the Craft*, Scribner, New York, NY, 2000.