Administrative Skills Certificate Program

This online learning program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented New York State employees. It was designed around critical job-related knowledge, skills, and abilities necessary for employees in administrative settings to succeed in their careers. Participants were required to successfully complete the following 20 required courses and five related electives of their choice, and achieve a passing grade of 70% or higher in each course.

Administrative Professionals: Common Support Tasks   1 Hour
This course describes common administrative support tasks. Specifically, it covers the stages of the records management life cycle and details the different types of classification systems used for sorting records. The course also discusses the key tasks involved in arranging business travel.

Administrative Professionals: Interacting with Others   1 Hour
This course addresses the skills administrative support professionals require to interact effectively with others. It discusses the benefits of being a supportive colleague, and covers techniques to use and ask for help from colleagues in a respectful and proactive way in order to accomplish your goals. It also includes some techniques to help you deal with criticism, including how to react to and act on it constructively.

Interpersonal Communication: Targeting Your Message   1 Hour
Exploring key considerations for planning and delivering targeted messages, this course highlights the components involved in communication and describes what to look for when analyzing the needs and wants of your intended audience.

Interpersonal Communication: Listening Essentials   1 Hour
This course explores the benefits and challenges of effective listening and demonstrates how active listening techniques enhance the effectiveness of your listening skills. It takes you through the various levels of listening and outlines behaviors and thought patterns that demonstrate active listening techniques.

Getting Results without Direct Authority: Building Relationships and Credibility   1 Hour
To get results without authority, cultivating relationships, and establishing credibility are necessary because they allow you to influence others. In this course, you will learn how to develop relationships and build credibility so that you can get the results you need at work. You will also find out how being able to influence others benefits you.

Getting Results without Direct Authority: Persuasive Communication   1 Hour
This course presents strategies for communicating persuasively and getting the results you need, when you don't have direct authority. It also describes ways to remain persuasive even when you face resistance from the person you are addressing.

Communicating with Professionalism and Etiquette   *1 Hour*

This course will strengthen your ability to communicate professionally in person, over the phone, and electronically. It will identify etiquette for communicating through email, on-line chat, voicemail, and conference calls.

Essential Skills for Professional Telephone Calls   *1 Hour*

This course introduces the essential skills for professional telephone usage. It covers best practices for making and receiving telephone calls, recording and leaving voicemail messages, and the etiquette guidelines for using cell phones.

Customer Service over the Phone   *1 Hour*

This course covers the basic rules for answering a customer call including greeting the customer and offering your assistance. It includes information on how to make a good impression by listening and using questions to probe for more information, using your tone, and being able to emphasize and be sincere with the customer. This course also describes ways of reflecting or adapting to your customer's style.

Addressing and Redistributing Email   *1 Hour*

This course covers the techniques for addressing and redistributing emails appropriately. You'll be introduced to the best practices for deciding who to send emails to and how to flag emails appropriately. This course also covers proper etiquette for forwarding emails, and using the "Reply" and "Reply All" features.

Using Email and Instant Messaging Effectively   *1 Hour*

This course covers the basic requirements for using email to communicate effectively. Specifically, you will be introduced to tried-and-true guidelines for emailing effectively, fundamental elements every email should contain, and the importance of keeping email concise. This course also covers the etiquette associated with using instant messaging programs as an extension of email.

Problem Solving: The Fundamentals   *1 Hour*

A problem is a question or situation that presents doubt, perplexity, or difficulty, and needs to be corrected or overcome in order to achieve a desired state. Problem solving involves goal-oriented thinking and action in situations for which no ready-made solutions exist. This course takes you through the essentials of problem solving and explores some of its challenges.

Being an Effective Team Member   *1 Hour*

This course covers strategies and techniques to help you become an effective and valued member of your team. You will explore ways for adopting a positive approach to being on a team, like recognizing the benefits of working on a team and learning to appreciate team member differences.

Establishing Team Goals and Responsibilities   *1 Hour*

This course outlines initial steps that should be performed when building a team, including establishing the team goal and assigning roles to individual team members in a way that ensures the team will collectively meet its' goal. This course also discusses the importance of fully understanding one's responsibilities to achieve the goal.

Time Management: Analyzing Your Use of Time   *1 Hour*

This course focuses on ways to analyze your current use of time. It covers how to use a time log document and then assess your time use. It also describes how your energy levels and personality affect how you manage time in accordance with your personality type and energy cycle.

Time Management: Planning and Prioritizing Your Time   *1 Hour*

This course focuses on ways to prioritize your workload. It discusses how to prepare a useful to-do list and prioritize the items on it. The course also outlines how to sequence and queue tasks to help improve your time management. Finally, it describes how to estimate time frames so you can schedule your tasks effectively and meet your deadlines.

Business Writing: How to Write Clearly and Concisely   *1 Hour*

Your reader should not have to dig through a long, rambling piece of writing in order to get the main idea of what you are trying to say. In this course you will explore ways of making your writing more effective and clear. It will particularly cover the use of short, familiar words, concise language, and appropriate transitional words and phrases. The course also discusses how to appropriately organize the content of your writing.

Business Writing: Editing and Proofreading   *1 Hour*

The last step in good writing is to edit and proofread your document. You need to make sure that everything you have learned about tone, grammar, and usage is properly incorporated into your writing. This course will review how to properly proofread your writing to ensure that it is up to a standard that reflects positively on you and your organization.

Basic Business Math: Using Whole Numbers and Decimals   *1 Hour*

An understanding of basic mathematical principles is important for any business person. This course builds on the basic math skills that you learned in your school years, showing you how to apply those skills to some common business situations. And it helps you to confidently use whole numbers and decimals in business through a series of real-life problems and examples.

Basic Business Math: Charts and Graphs   *1 Hour*

Often, numbers can be portrayed in graphical form, giving the reader clear and concise information at a glance. This course helps you to understand how numerical data is represented in charts and graphs. And it shows you how to choose the right type of graph for a particular business situation, and apply good practice when using graphs and charts.