

Highly Effective Office Assistant 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 courses and achieve a passing grade of 70% or higher in each course.

Administrative Support: Developing Your Essential Skills **.4 Hours**

As an administrative support professional, every task you complete successfully leaves a positive impression of not only yourself but of your manager – and often, of an entire team or department. In this course, you'll learn about the classification systems used for sorting records, key tasks involved in arranging business travel – including considerations for international travel, and the steps for planning and scheduling meetings, as well as the key techniques for recording meetings.

Administrative Support: Working in Partnership with Your Boss **.3 Hours**

As an administrative professional, you provide invaluable support to your boss and the business. This course explores ways you can build a partnership with your boss. Specifically, it will teach you how to establish and maintain the elements of a true partnership, and shows how you can benefit personally from it. The course also covers approaches for you to deal effectively with different management styles, and techniques you can use to successfully handle confrontations that may occur over the course of your partnership with your boss.

Administrative Support: Interacting Effectively with Colleagues **.3 Hours**

Regardless of the industry you work in or the boss you have, almost all the tasks you perform daily as an administrative support professional require interaction with others. In this course, you'll learn skills required of administrative support professionals to be able to interact effectively with others. Specifically, you will be introduced to the benefits of being a supportive colleague, and techniques for asking for help from colleagues in a respectful and proactive way in order to accomplish your goals. Finally, you'll learn techniques to help you deal with criticism, including how to react to and act on it constructively.

Administrative Support: Projecting a Positive Professional Image **.3 Hours**

This course introduces best practices for making a good impression as an administrative professional. You'll learn how to project a positive professional image by building credibility. You'll also explore the importance of communicating honestly, respecting others, and having a positive outlook in order to create a positive work environment. Finally, you'll learn how to practice positive office politics to enable you to put your best foot forward in the organization.

Organize Your Physical and Digital Workspace **.4 Hours**

This course will help you increase your productivity by showing you how to organize and maintain both your physical and digital workspace. You'll learn how creating a clutter-free workspace and effective filing can improve your productivity. But it's not just your physical workspace that needs decluttering; this course will show you how to manage digital files, which is just as important. And once you've gotten your workspace under control, you'll learn how to maintain it.

Avoid Procrastination by Getting Organized Instead

.4 Hours

In this course, you'll discover some tips to become more organized and combat time wasters. You'll learn about the causes of procrastination, and the ways to develop your self-discipline. You'll also learn how to set your priorities and know when to say yes to a new task and when to say no.

Maximize Your Productivity by Managing Time and Tasks

.3 Hours

In this course, you'll learn about managing tasks in a way that maximizes your productivity. You'll discover the benefits of setting goals and how productivity is tied to your ability to assess time and set priorities. You'll learn about the process of "chunking" your time and the principles of efficient scheduling. You'll also learn about the different types of to-do lists and how to use them effectively.

Aligning Goals and Priorities to Manage Time

.4 Hours

In this course, you'll learn why it's important to align your goals with your company's goals, and you'll learn how to do it with a goal alignment worksheet. You'll also learn how to ask questions to clarify goals, and how to establish and prioritize priorities based on these goals.

The Art of Staying Focused

.5 Hours

In this course, you'll learn strategies for dealing with focus challenges and distractions at work. You'll also explore ways of saying no, and consider ways in which you can adjust your focus in response to changing circumstances or emergencies. And you'll learn how to refocus when something causes you to lose focus.

Managing Pressure and Stress to Optimize Your Performance

.4 Hours

In this course, you'll learn about the triggers of stress and how stress can affect you physically, mentally, and emotionally. You'll explore mechanisms for handling pressure and stress in the workplace in order to optimize performance. You'll also learn the ways in which people who possess different work-style types deal with pressure, and finally, you'll learn how to deal with stressed colleagues.

Personal Power and Credibility

.4 Hours

Authority carries a certain type of power – typically position power. On the other hand, most of the results that get accomplished in organizations come from the use of personal power and not solely reliant on direct authority. But ultimately it comes down to personal credibility, influence, and political savvy. This course focuses on the power that comes with being credible and trustworthy.

Building Personal Power Through Influence

.5 Hours

Along with being credible and trustworthy, you can get results without direct authority by using your influence. Influence is not about forcing or exerting – it's about getting people on your side for good reasons. Three ways to promote influence are through language/effective communication, reciprocity/exchanging 'currencies', and persevering through resistance.

Choosing the Right Interpersonal Communication Method to Make Your Point

.3 Hours

Choosing the right communication method for the situation can have a huge impact on how your method is received. In this course, you'll learn how to select the best communication methods to convey your intention and target your audience. By doing so, you improve the odds of getting your message across and leaving your audience feeling informed, enlightened, and engaged.

Providing Telephone Customer Service

.5 Hours

In this course, you'll learn basic etiquette tips for answering, managing, and ending customer service calls. You'll also learn how to make a good impression by listening, using questions to probe for more information, minding your tone, and empathizing with the customer. Finally, you'll learn ways of reflecting or adapting to your customer's style.

Writing Effective E-Mails and Instant Messages**.5 Hours**

Knowing e-mail etiquette is key to using this business tool effectively. This course introduces tried-and-true guidelines for e-mailing effectively, fundamental elements every e-mail should contain, and the importance of keeping e-mails concise. The course also covers the etiquette associated with using instant messaging programs as an extension of e-mail.

Organizing Your E-Mail**.5 Hours**

This course introduces techniques for managing e-mail effectively. It covers tips on how to use folders and filters to organize e-mails for increased efficiency, as well as guidelines on what e-mails to delete. The course also gives direction on how to recover important information should you lose an e-mail.

Editing and Proofreading Business Documents**.5 Hours**

Have you ever distributed a document or message only to find later that you forgot to include a key point or correct an embarrassing spelling error? This course describes how to edit and proofread effectively, covering key areas, such as tone, structure, clarity, and accuracy, as well as common grammar, punctuation, and spelling mistakes to watch out for.

Taking Effective and Professional Notes**.3 Hours**

Becoming a skilled note taker can help you become more productive in business situations. This course will cover specific techniques and strategies for taking effective notes that can improve your ability to learn and recall information

Foundational Competencies

Workplace development competencies are job-based skills employees need in order to succeed across a wide variety of occupations. Having completed this certificate, you have enhanced your skills in one or more competency areas. You can learn more about these competencies by visiting the [Workforce Development Competencies](#) webpage. This certificate assisted you in developing the following competencies:



Professionalism and Self-Management