

**Our Most  
Popular Program!**

## ***The Empowered Administrative Professional Program (EAPP)***

THIS PROGRAM INTRODUCES PARTICIPANTS to the key concepts that are the basis for all of our training – the skills and competencies that hundreds of executives, managers, and assistants across the country have identified as “must-haves” for today’s support staff to be exceptionally successful and contribute to bottom-line results.

*THE PROGRAM IS DELIVERED in 4 half-day sessions (once a week for 4 weeks). Group size is limited to 5-15 participants given the interactive nature of this program. A follow-up session is recommended 30 days after the 4<sup>th</sup> session. This schedule and small group size optimizes learning from 3 perspectives:*

- Participants better absorb the new and challenging information when delivered in 4 hour blocks versus 8 hour blocks
- Weekly intervals allow participants to practice putting all they have learned into action back on the job
- The follow-up session reinforces learning and helps resolve challenges participants faced in applying the material

### **Session 1    *Shifting Your Administrative Paradigm***

Our paradigms, or perceptions and beliefs, work both for us and against us; “There’s never enough time” and “I’m just an assistant” are two of the most common perceptions that prevent support staff from being highly productive. Shift your administrative paradigm and become an innovative, self-managing “Proactive Counterpart.” Learn how to:

- **Own vs. rent your job**
- **Focus on results, rather than tasks**
- **Be solution-minded, not problem-plagued**
- **Consistently anticipate needs and meet them**

### **Session 2    *The Five Core Competencies***

Discover the five attributes that executives most value in their assistants and that successful, satisfied assistants consistently demonstrate on the job. These Five Core Competencies transcend time – far beyond the typical functional skills you so often hear about. Incorporate these competencies into your work style and you will be able to “play to win” with your managers and co-workers.

### **Session 3    *The Productivity Cycle™***

Learn how to use this powerful 8-phase communication model to enhance the workflow process and ensure that results are produced consistently, efficiently, with a minimum of barriers, and with 100% customer satisfaction. This is one of the most useful tools you’ll ever see and will guarantee your success as a “Results Producer.”

(these sessions can be customized based on your needs)

### **Session 4    *Communicating For Results***

Communication is the most influential tool for getting what you want and need on the job. At the same time, poor communication is the number one reason results do not get produced in a timely, accurate way. Learn to use the power of language, the 4 key elements of effective communication, and how to listen for understanding.

(these sessions can be customized based on your needs)

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