

**Administrative Professional Development Program
Rhode Island Higher Education Training Consortium
Course Description**

Session 1: Communication (9am – 4pm)

This session focuses on three critical aspects of effective communication: verbal skills, non-verbal skills, and writing skills. Participants will analyze their organization’s communication style to see how it matches their own; assess their listening skills; and learn tips for communicating “up”. Participants will also discuss phone and email etiquette, explore effective ways to structure correspondence, and learn tips for editing and proofreading.

Session 2: Crafting a Professional Image/Customer Service (9am - 4pm)

In this session, participants will explore how impressions, attitude, courtesy and communication combine to produce “image”. Discussion will center on creating positive visual and verbal statements, and why delivering great service to internal and external customers is essential. Participants will also learn ways to deal with “difficult” people, and tips on being assertive.

Session 3: Project Management/Time Management/Goal Setting (9am-4pm)

This workshop explores obstacles to time management, and presents practical approaches to understanding and managing time, setting priorities, overcoming procrastination and setting project goals. Participants will assess their specific time problem areas, identify personal time robbers, learn how to set project goals, and learn tips for organizing and keeping projects on track. Participants will also learn the foundations of setting personal and professional goals, and explore common obstacles to goal attainment.