



ADMINISTRATIVE DEVELOPMENT PROGRAM (ADP)

2014-2015

ADP (formerly Administrative Skills Certificate Program), is our newly redesigned multi-track program consisting of sixteen sessions designed to enhance and empower administrative communicative effectiveness and efficiency.

*Empowering
administrative
staff to succeed
in the workplace*

COURSE NAME:	Administrative Development Program (ADP)
COURSE NUMBER:	
PURPOSE:	As an administrative professional, your job duties are vital to the success of the area you serve. The administrative skills development program will give you the skills you need to complete your job with efficiency and quality. If you are looking to improve your skills in communication, technology, professionalism, and other areas, then this is the program for you.
LEARNING OUTCOMES:	Participants will: <ul style="list-style-type: none"> • Receive instruction on professionalism and credibility • Practice customer service and grammar skills • Participate in hands-on practice in Microsoft Office programs
CONTENT:	The curriculum is comprised of the following modules: <ul style="list-style-type: none"> • Building credibility • Communication • Customer service • Professionalism • Interpersonal relationships • Decision making • Time management • Grammar • Written communication • Word • PowerPoint • Excel • Outlook
METHODS:	Presentations, discussions, video, case studies, assessment, practical application
NUMBER OF SESSIONS:	16 sessions/one per week
TIME:	8:30 a.m. – 12:30 p.m.
CITY CHARGE:	\$480
NON-CITY CHARGE:	N/A
MINIMUM CAPACITY:	5
MAXIMUM CAPACITY:	20
AUDIENCE:	Administrative personnel
PREREQUISITES:	None
PRE-TEST:	No
POST-TEST:	Yes
CREDIT:	6.4

ORIENTATION

Course Number <class number>

PURPOSE:	To orient students and their managers to the Administrative Development Program
LEARNING OUTCOMES:	Upon completing this course, you will be able to do the following: <ul style="list-style-type: none">• Identify the benefits of completing the Administrative Development Program• State the two components required to earn a certificate• State the nature of each project and the minimum requirements to earn proficiency in each one
METHODS:	Listen to facilitator and guest speakers and participate in question and answer session
LENGTH:	4 Hours
START TIME:	8:00 a.m.
FINISH TIME:	12:00 p.m. Noon
CITY CHARGE:	Course cost = \$0; Program cost = \$480
NON-CITY CHARGE:	Course cost = \$0; Program cost = \$1650
MINIMUM CAPACITY:	5
MAXIMUM CAPACITY:	20 Per Session
AUDIENCE:	Administrative Professionals
PREREQUISITES:	Acceptance into the Administrative Development Program (ADP)
CEU CREDITS:	0.4 CEUs
CITY CHARGE:	Course cost = \$0; Program cost = \$480
NON-CITY CHARGE:	Course cost = \$0; Program cost = \$1650
MINIMUM CAPACITY:	5
MAXIMUM CAPACITY:	20

FOUNDATION OF CRITICAL THINKING AND GRAMMAR

Course Number <class number>

PURPOSE: To prepare students to earn their certificates in the Administrative Development Program

LEARNING OUTCOMES: Upon completion of this course, you will know how to

- Apply techniques that facilitate active listening, reading, and thinking skills
- Focus on the goal you're trying to achieve when presented with a project, an issue, or a problem
- Test your recommendations to see if they are adequately supported by the facts presented in the case
- Assess flaws in logic so you can avoid making illogical conclusions
- Recommend solutions to workplace problems
- Explain your rationale for your decisions, including why your ideas will help achieve a goal
- Grammar overview

METHODS: Interactive class activities

LENGTH: 4Days, 32 Hours

START TIME: 8:00 a.m.

FINISH TIME: 5:00 p.m.

CITY CHARGE: Course cost = \$0; Program cost = \$480

NON-CITY CHARGE: Course cost = \$0; Program cost = \$1650

MINIMUM CAPACITY: 5

MAXIUM CAPACITY: 20

AUDIENCE: Administrative Professionals

PREREQUISITES: Acceptance into the Administrative Development Program (ADP)

CEU CREDITS: 3.2

UNDERSTANDING YOUR WORKPLACE

Course Number <class number>

PURPOSE:	To provide students broader insight into the scope or extent of the business in their workplaces
LEARNING OUTCOMES:	Upon completing this course, you will be able to do the following: <ul style="list-style-type: none">• Verbalize the current and long-term goals for your division• Identify hot projects your managers and co-workers are working on• Align your work activities and priorities with your division's goals• Implement quality control methods to establish and maintain high standards in your work• Suggest ways to improve or streamline procedures• Communicate current trends in your industry or profession
METHODS:	Create a resource binder, Interview manager and co-workers, Research current trends and type short paper, Discuss topics interactively, Develop action plan for quality control and share with class
LENGTH:	8 Hours
START TIME:	8:00 a.m.
FINISH TIME:	5:00 p.m.
CITY CHARGE:	Course cost = \$0; Program cost = \$480
NON-CITY CHARGE:	Course cost = \$0; Program cost = \$1650
MINIMUM CAPACITY:	5
MAXIMUM CAPACITY:	20 Per Session
AUDIENCE:	Administrative Professionals
PREREQUISITES:	Acceptance into the Administrative Development Program (ADP)
CEU CREDITS:	0.8 CEUs

CRITICAL THINKING

Course Number <class number>

PURPOSE:	To equip students with techniques that will help them think through situations and make effective decisions in the workplace
LEARNING OUTCOMES:	Upon completion of this course, you will be able to do the following: <ul style="list-style-type: none">• Act more decisively in your areas of expertise• Bring solutions and suggestions to the table versus talking about a problem without offering a solution• Think more systematically and consider the overall goal when making decisions• Be more independent and less dependent on managers to come up with all the solutions
METHODS:	Practice critical thinking models in group setting, Complete individual lab assignment
LENGTH:	16 Hours, 2 Days
START TIME:	8:00 a.m.
FINISH TIME:	5:00 p.m.
CITY CHARGE:	Course cost = \$0; Program cost = \$480
NON-CITY CHARGE:	Course cost = \$0; Program cost = \$1650
MINIMUM CAPACITY:	5
MAXIMUM CAPACITY:	20 Per Session
AUDIENCE:	Administrative Professionals
PREREQUISITES:	Acceptance into the Administrative Development Program (ADP)
CEU CREDITS:	1.6 CEUs

POLICIES & PROCEDURES

Course Number <class number>

PURPOSE:	To keep students abreast of City policies, including executive orders and administrative procedures
LEARNING OUTCOMES:	Upon completing this course, you will be able to do the following: <ul style="list-style-type: none">• Communicate updates on procedures and policies to management when the situation deems it necessary• Be the go to person for policies and procedures• Make informed choices as an employee
METHODS:	Sit in on live interview with guest, Watch video(s), Respond to case studies, Participate in reinforcement activities, Engage in a group presentation or skit
LENGTH:	8 Hours
START TIME:	8:00 a.m.
FINISH TIME:	5:00 p.m.
CITY CHARGE:	Course cost = \$0; Program cost = \$480
NON-CITY CHARGE:	Course cost = \$0; Program cost = \$1650
MINIMUM CAPACITY:	5
MAXIUM CAPACITY:	20 Per Session
AUDIENCE:	Administrative Professionals
PREREQUISITES:	Acceptance into the Administrative Development Program (ADP)
CEU CREDITS:	0.8 CEUs

COMMUNICATION

Course Number <class number>

PURPOSE:	To help students communicate effectively in writing
LEARNING OUTCOMES:	Upon completing this course, you will be able to do the following: <ul style="list-style-type: none">• Ensure your subjects and verbs aren't quarreling but instead agree with each other• Avoid fragments and run-on sentences• Write sentences that people can understand• Stop misusing commas and capitalization• Use the correct format for memos, letters, and reports• Apply techniques that can help you overcome writer's block• Address more fully the needs of your target audience• Figure out if your memo or report is supposed to convince, inform, request, or motivate someone• Write e-mails or letters that accomplish their intended purpose
METHODS:	Practice hands-on exercises, Experience reinforcement activities, Edit and draft memos
LENGTH:	48Hours, 6 Days
START TIME:	8:00 a.m.
FINISH TIME:	5:00 p.m.
CITY CHARGE:	Course cost = \$0; Program cost = \$480
NON-CITY CHARGE:	Course cost = \$0; Program cost = \$1650
MINIMUM CAPACITY:	5
MAXIMUM CAPACITY:	20 Per Session
AUDIENCE:	Administrative Professionals
PREREQUISITES:	Acceptance into the Administrative Development Program (ADP)
CEU CREDITS:	4.8 CEUs

TEAM DYNAMICS

Course Number <class number>

PURPOSE:	To help students focus on some of the major issues that block teamwork and to model how productivity is increased when work groups function as a team
LEARNING OUTCOMES:	After completing this course, you will be able to do the following: <ul style="list-style-type: none">• Identify your style as well as your team members' styles to help build better working relationships• Recognize the difference between a group and a team so you will know whether you are in a group versus a team• Suggest to your manager ways to help turn your group into a team• Identify the four stages of team development so you will know if your section is experiencing a normal part of the process or if your "group" or "team" is stalled• Apply the characteristics of an effective team member
METHODS:	Watch videos, Work on simulations, Engage in role plays, Discuss case studies
LENGTH:	4Hours
START TIME:	8:00 a.m.
FINISH TIME:	12:00 p.m.
CITY CHARGE:	Course cost = \$0; Program cost = \$480
NON-CITY CHARGE:	Course cost = \$0; Program cost = \$1650
MINIMUM CAPACITY:	5
MAXIUM CAPACITY:	20 Per Session
AUDIENCE:	Administrative Professionals
PREREQUISITES:	Acceptance into the Administrative Development Program (ADP)
CEU CREDITS:	0.4 CEUs

ETHICS

Course Number <class number>

PURPOSE:	To increase awareness of what is considered ethical and unethical behavior
LEARNING OUTCOMES:	After completing this course, you will be able to do the following: <ul style="list-style-type: none">• Avoid the pitfalls of unethical behavior• Raise questions that can help you make honorable choices• Incorporate characteristics of ethical professionals into your work habits• Secure leaks of confidential information• Analyze how you could properly handle workplace dilemmas
METHODS:	Participate in lecture, Discuss case studies and offer suggestions on how to best handle workplace issues, Create action plan for ethical change, Complete lab by addressing an ethical issue
LENGTH:	8Hours
START TIME:	8 a.m.
FINISH TIME:	5 p.m.
CITY CHARGE:	Course cost = \$0; Program cost = \$480
NON-CITY CHARGE:	Course cost = \$0; Program cost = \$1650
MINIMUM CAPACITY:	5
MAXIUM CAPACITY:	20 Per Session
AUDIENCE:	Administrative Professionals
PREREQUISITES:	Acceptance into the Administrative Development Program (ADP)
CEU CREDITS:	0.8 CEUs

PROFESSIONALISM

Course Number <class number>

PURPOSE:	To help students understand the importance of projecting a professional image and making positive choices in the workplace
LEARNING OUTCOMES:	After completing this course, you will be able to do the following: <ul style="list-style-type: none">• Explain the characteristics of effective administrative professionals• Identify strengths and opportunities for improvement in professional attitude and behavior• Project a professional image and appearance
METHODS:	Participate in interactive discussion, Examine attitude cycle, Offer feedback on case studies, Submit class project
LENGTH:	8Hours
START TIME:	8 a.m.
FINISH TIME:	5 p.m.
CITY CHARGE:	Course cost = \$0; Program cost = \$480
NON-CITY CHARGE:	Course cost = \$0; Program cost = \$1650
MINIMUM CAPACITY:	5
MAXIUM CAPACITY:	20 Per Session
AUDIENCE:	Administrative Professionals
PREREQUISITES:	Acceptance into the Administrative Development Program (ADP)
CEU CREDITS:	0.8 CEUs

CONFLICT RESOLUTION

Course Number <class number>

PURPOSE:	To give students the necessary tools and skills for choosing the appropriate courses of action for resolving conflict in the workplace
LEARNING OUTCOMES:	After completing this course, you will be able to do the following: <ul style="list-style-type: none">• Demonstrate skillful and assertive communication to prevent conflict• Use practical techniques to resolve differences and enhance productivity efficiency, and morale• Appreciate the effects and costs that discord can have on an organization• Apply strategies for the good of the organization to common work-related disputes• Intervene and manage conflict effectively
METHODS:	Watch videos, Participate in group activities, and Practice using role plays
LENGTH:	4Hours
START TIME:	1 p.m.
FINISH TIME:	5 p.m.
CITY CHARGE:	Course cost = \$0; Program cost = \$480
NON-CITY CHARGE:	Course cost = \$0; Program cost = \$1650
MINIMUM CAPACITY:	5
MAXIUM CAPACITY:	20 Per Session
AUDIENCE:	Administrative Professionals
PREREQUISITES:	Acceptance into the Administrative Development Program (ADP)
CEU CREDITS:	0.4 CEUs

COMPUTER TECHNOLOGY

Course Number <class number>

PURPOSE:	To prepare students to use Microsoft Office applications efficiently
LEARNING OUTCOMES:	After completing this course, you will be able to do the following: <ul style="list-style-type: none">• Organize e-mails and set up tasks with reminders as in a “to do list”• Personalize and share calendars so you can better support your manager• Use heading styles to create a table of contents that adapts to changes• Create a mail merge to reduce errors and duplication of effort• Use tables and other formatting features to simplify your work• Work with other MS Word users to track changes on documents• Create an on-line form• Create a basic PowerPoint presentation with clip art and transitions• Format a spreadsheet to improve its appearance• Enter simple and complex formulas for reports• Create charts that help you or your manager analyze data
METHODS:	Participate in instructor-led hands-on training, Use step-by-step manual and self-paced user files, Practice in hands-on lab
LENGTH:	32Hours, 5 Days
START TIME:	8 a.m. or 1 p.m.
FINISH TIME:	12 p.m. or 5 p.m.
CITY CHARGE:	Course cost = \$0; Program cost = \$480
NON-CITY CHARGE:	Course cost = \$0; Program cost = \$1650
MINIMUM CAPACITY:	5
MAXIMUM CAPACITY:	20 Per Session
AUDIENCE:	Administrative Professionals
PREREQUISITES:	Acceptance into the Administrative Development Program (ADP)
CEU CREDITS:	2.4 CEUs (excludes the 8-hour practice lab)

PLANNING & ORGANIZING

Course Number <class number>

PURPOSE:	To offer students techniques that will help them plan their work and work their plan so they can meet deadlines
LEARNING OUTCOMES:	After completing this course, you will be able to do the following: <ul style="list-style-type: none">• Reassess the value of time at work• Understand time management as event control• Gain greater efficiency at work• Integrate planning into daily activities• Develop strategies for gaining greater control over time wasters at work
METHODS:	Participate in class discussions, Watch video, Work through case studies, Complete self-assessments and in-class project
LENGTH:	4Hours
START TIME:	1 p.m.
FINISH TIME:	5 p.m.
CITY CHARGE:	Course cost = \$0; Program cost = \$480
NON-CITY CHARGE:	Course cost = \$0; Program cost = \$1650
MINIMUM CAPACITY:	5
MAXIUM CAPACITY:	20 Per Session
AUDIENCE:	Administrative Professionals
PREREQUISITES:	Acceptance into the Administrative Development Program (ADP)
CEU CREDITS:	0.4 CEUs

PROCESS IMPROVEMENT

Course Number <class number>

PURPOSE:	To cultivate students' critical thinking skills so they can develop processes that simplify office procedures and improve daily operations
LEARNING OUTCOMES:	After completing this course, you will be able to do the following: <ul style="list-style-type: none">• See the importance of two-way communication so you can identify the processes people want to see improved• Recognize clues that a process needs to be improved• Use process flow charts to analyze and simplify work• Apply the five-step decision-making model and other brainstorming techniques to think through problematic workplace situations and develop solutions to these problems• Communicate your ideas and recommendations
METHODS:	Watch movie clip, Work in groups to resolve issues in case studies, Engage in highly interactive exercise, Participate in discussion
LENGTH:	8Hours
START TIME:	8 a.m.
FINISH TIME:	5 p.m.
CITY CHARGE:	Course cost = \$0; Program cost = \$480
NON-CITY CHARGE:	Course cost = \$0; Program cost = \$1650
MINIMUM CAPACITY:	5
MAXIUM CAPACITY:	20 Per Session
AUDIENCE:	Administrative Professionals
PREREQUISITES:	Acceptance into the Administrative Development Program (ADP)
CEU CREDITS:	0.8 CEUs

ADMINISTRATIVE LEADERSHIP

Course Number <class number>

PURPOSE:	To help students identify leadership opportunities in their day-to-day activities
LEARNING OUTCOMES:	After completing this course, you will be able to do the following: <ul style="list-style-type: none">• Identify characteristics and behaviors associated with effective leaders• Recognize critical skills administrative professionals should possess and avail yourself of leadership opportunities in those areas• Clarify with your manager the leadership roles and boundaries he or she would like you to have
METHODS:	Participate in instructor-led instruction, Discuss action plan in groups, Engage in role play, Dialogue with your manager
LENGTH:	4 Hours
START TIME:	8 a.m.
FINISH TIME:	12 p.m.
CITY CHARGE:	Course cost = \$0; Program cost = \$480
NON-CITY CHARGE:	Course cost = \$0; Program cost = \$1650
MINIMUM CAPACITY:	5
MAXIMUM CAPACITY:	20 Per Session
AUDIENCE:	Administrative Professionals
PREREQUISITES:	Acceptance into the Administrative Development Program (ADP)
CEU CREDITS:	0.4 CEUs

IT'S NOT JUST A JOB; IT'S A CAREER

Course Number <class number>

PURPOSE:	To facilitate a shift in the mindset of approaching work as just a job and empower students to envision a career for themselves
LEARNING OUTCOMES:	After completing this course, you will be able to do the following: <ul style="list-style-type: none">• Follow an action plan for self-improvement in your current position• Achieve SMART goals you've set for yourself• Use prepared strategies to overcome obstacles to achieving your personal career goals• Have someone to help hold you accountable to your goals• Create or renew a paradigm for yourself that can influence your profession• Take charge of your career
METHODS:	Complete career-renewal inventory, Participate in group discussion, Create SMART goals, Develop action plan, Brainstorm, Listen to music, Watch video(s)
LENGTH:	8 Hours
START TIME:	8 a.m.
FINISH TIME:	5 p.m.
CITY CHARGE:	Course cost = \$0; Program cost = \$480
NON-CITY CHARGE:	Course cost = \$0; Program cost = \$1650
MINIMUM CAPACITY:	5
MAXIMUM CAPACITY:	20 Per Session
AUDIENCE:	Administrative Professionals
PREREQUISITES:	Acceptance into the Administrative Development Program (ADP)
CEU CREDITS:	0.8 CEUs