

On demand video based training programs

DATA SHEET



The Administrative Professional Channel is an engaging, video-based, online learning solution that offers presentations from today's foremost business leaders to improve the skills and effectiveness of administrative professionals.

Developed in partnership with the International Association of Administrative Professionals (IAAP), the Administrative Professional Channel provides year-round training and support to enhance the learning and performance of administrative professionals, their supervisors and their teams. Additionally, the Administrative Professional Channel includes access to the Annual Briefing for Administrative Professionals, the only live, satellite training event devoted to recognizing and celebrating the contributions of administrative professionals to the work force.

Administrative Professional Channel meets learning needs

Administrative Professionals Channel is an easy-to-use learning solution that provides users with on-demand access to over 200 video-based training programs and the Annual Briefing for Administrative Professionals broadcast, held every April in association with IAAP, OfficeTeam and Microsoft Corporation.

The Administrative Professional Channel solution includes:

- **Live and Interactive Training**—The Annual Briefing for Administrative Professionals
- **Just-in-Time Learning**—QuickTalks (three-to-five minute “how to” programs)
- **Program Guides**—Exercises to apply knowledge and to practice skills
- **Course Management**—Users can select, organize and track their online learning
- **Certification Credit**—Continuing Education Unit (CEU), Certified Professional Secretary (CPS) and Certified Administrative Professional (CAP)

Ongoing learning and support

Administrative Professional Channel is a cost-effective learning solution that allows your organization to provide year-round training in the key competency areas for administrative professional success.

Administrative professionals can also use Administrative Professional Channel for individual learning or group learning to develop their skills while acquiring recertification points for CPS or CAP certification.

Enhance your skills for success

Coaching Skills

Collaboration Skills

Communication Skills

Customer Service

Decision Making

Empowerment

Facilitating Change

Health and Safety Skills

Influencing Skills

Listening Skills

Effective Meeting Skills

Office Administration

Presentation Skills

Project Management

Self Motivation

Setting Priorities

Strategic Planning

Stress Management

Team Building



In a 2007 survey of IAAP members done in collaboration with OfficeTeam and HR.com, 88 percent of those polled said they are using skills today they didn't need just three years ago. Nearly all respondents in the survey said training is important to their career development. Human resource managers taking a similar survey concurred; 98 percent said that training helps administrative professionals improve their performance, and 72 percent said their company encourages administrative staff to pursue training.

Administrative Professional Channel presenters include:

- **Ken Blanchard**, author of *The One-Minute Manager*
- **David Allen**, author of *Getting Things Done*
- **Stephen Covey**, author of *The 8th Habit*
- **Marshall Goldsmith**, author of *What Got You Here Won't Get You There*
- **Laree Kiely**, author of *Corporate Universities as Shapers of Culture*
- **Loretta Laroche**, author of *Kick Up Your Heels...Before You're Too Short To Wear Them*
- **Patrick Lencioni**, author of *The Five Dysfunctions of a Team*
- **Mary LoVerde**, author of *I Used to Have a Handle on Life But It Broke*
- **Tom Peters**, author of *Re-Imagine!*
- **Tony Schwartz**, author of *The Power of Full Engagement*
- **Wendy Warman**, author of *Loud And Clear: How to Prepare and Deliver Effective Business and Technical Presentations*

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