

Dealing with Emotionally Charged Situations at Work

Develop your ability to recognize and deal with the effects of personal emotions - yours and theirs - so that you can manage yourself and your responses with a higher level of professionalism and composure. Learn:

- Four steps to dealing with emotionally-charged conversations
- How to use EQ to cope with toxic communication
- 5 ways to start a potentially sensitive conversation
- 6 steps for redirecting conversations that are getting off track

Get Organized with Outlook

Do you wonder if there's a better way to set up your folders and to file your e-information? Would you like to slash the time that it takes you to manage your tasks, follow-ups, contacts, appointments, and notes in Outlook? If so, this Webinar is for you! Improve your productivity when you make the most of Outlook™ tools for organizing messages, schedules, and daily activities. In this feature-packed Webinar, learn tips and techniques that you'll use every day to help you to save time, reduce frustration, improve your reputation, and get things done quicker and easier when you learn why and how to use many advanced Outlook features. You will learn:

- Six automation features in Outlook that you are probably not using
- The difference between tasks and to-do items and how to capture and track them all in Outlook
- A super-easy way to keep and share your notes and ideas directly in and from your email folders
- How to stop the constant "over your limit" file size warnings and know what you need to delete, archive, or save to your computer.

Business Writing Update

We change our hair styles, our clothes, and our decorating to stay up-to-date. We need to change our business writing skills too. Not knowing what is current and what is outdated is dangerous to your reputation. In just one hour you will learn techniques to ensure that your business writing reputation will be saved! Here's what you'll learn:

- Why the need for an updated writing style?
- Why has it changed?
- Email: subject lines, start fast, and what's in it for your reader?
- What still matters and what's still not acceptable
- Formatting updates: spacing, indent vs. block, sentences, paragraphs, and onscreen

Registration Opens	Webinar Date	Topic
Apr 1	Apr 15	Dealing with Emotionally Charged Situations at Work
May 6	May 20	Get Organized with Outlook
Jun 2	Jun 16	Business Writing Update
Jul 1	Jul 15	Excel Power Tools
Aug 5	Aug 19	Get the Competitive Edge: Critical Business Etiquette
Sept 2	Sept 16	How Can I Get Everything That I Need to Do Done?
Oct 7	Oct 21	Adobe Acrobat Secrets
Nov 4	Nov 18	Communication Tools of Highly Effective Admins
Dec 2	Dec 16	Listen to Learn...the Art of Getting It Right

Registration Information

All webinars will be hosted at the Montgomery City-County Personnel Department at 10 AM and run 1 to 1 1/2 hours. Parking can be validated for the City Hall parking deck. We have a limited number of seats and will register individuals on a first come, first serve basis.

Call 625.2675 during the two weeks prior to the scheduled webinar date to register.

Montgomery City-County Personnel Department

2014 Administrative Professional Webinar Series

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Webinars obtained from
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Excel Power Tools

You know Excel well enough to get the job done. But are you doing things the right way or the long way? A project may be taking you 6 hours when you could do it in 60 minutes if you knew just a little bit more about this amazing application. Join us for Excel Power Tools where you'll learn time and effort-saving secrets that the pros use to help them get their big Excel projects done quickly and accurately. Get must-know formulas and shortcuts to get your data in shape; pack your toolbox with powerful techniques to tackle even your biggest project. We'll cover:

- Recording Macros
- Creating Pivot Tables
- Three "must have" Functions: If, VLookup and Sumif
- Time Saving Keyboard and Mouse shortcuts

Get the Competitive Edge: Critical Business Etiquette

When you hear the word "etiquette," does that seem "sooooo 20th century"? Think again. Manners are not just "nice" to have...the right manners are necessary in today's workplace, and critical for success in most corporate environments. Emily Post knew that etiquette gives you a competitive advantage and helps accelerate your success in life – great-granddaughter Anna Post takes you to the next level to give you the competitive edge, polish, and poise for today's workplace. Position yourself for success and create the right impression with communication skills and business etiquette knowledge. From the water cooler to the boardroom to a client lunch, business etiquette is about relationships. Your relationships directly impact the bottom line because decision makers, colleagues, bosses, clients, and prospects will choose to do business with people in whom they have confidence. From everyday manners to sticky relationship situations, knowing how to navigate your business relationships will give you the confidence to handle any situation with poise—and give you a competitive edge. The outcome of this training will be a more confident and polished you. Topics include:

- Communication etiquette
- How to project a professional image
- 7 pointers for success in today's workplace
- Top etiquette tips for email
- Introduction protocol
- Your personal brand and social media
- The 7 most important everyday manners in the workplace

How Can I Get Everything That I Need to Do Done?

This humorous and interactive session explores how to be more efficient, less stressed, and more productive as we identify the practices of successful professionals (that those who aren't successful overlook) and the critical things that you know but forget to do. Recognize the impact of wasted opportunities, and the critical dynamics of effective time use, planning, prioritizing, and follow-through. You will:

- Learn how to maintain a high level of focus in a hectic workday.
- Create an action plan to produce immediate, tangible, and real-world results.
- Learn how to document anything and instantly: know WHAT to do, WHEN to do it, and WHERE the information is.
- Apply these actionable skills immediately to whatever time-management tool that you currently use: Paper, MS Outlook, Day Planner, or even the palm of your hand!

Adobe Acrobat Secrets

Are you just using Adobe Acrobat to create PDF files? If so, you are merely skimming the surface of what this powerful software can do for you. Improve your productivity and efficiency with the tools and techniques that the pros use. Adobe Acrobat Secrets will take you beyond the obvious into the next level of Acrobat, allowing you to harness the rich features that Acrobat has to offer. Learn the ins and outs of this popular tool set and how to navigate more effectively when working with a variety of documents. Walk away with the tools and techniques used by professionals.

- Decipher the different versions of Acrobat: What's right for you?
- Work with bookmarks and links
- Create and customize forms
- Acrobat security tools for password protection, digital signatures, and encryption security envelopes



Learning is a treasure that will follow its owner everywhere. ~Chinese Proverb

Communication Tools of Highly Effective Admins

What is the most important skill that you use at work? Or, the one that most determines how effective you are? It isn't your technology mastery or your organizational ability. You may be stellar at those, but a lack of this skill will hold you back. Your ability to communicate effectively determines not only the quality of every relationship you have, but also your level of achievement. You've been communicating since you were a toddler, but it would be a mistake to assume that you have nothing to learn about communication. Each of us can develop into a more effective communicator—maximizing effectiveness and credibility while minimizing mistakes and misunderstandings. This webinar is an insightful exploration of what it takes to be a more successful communicator. You will walk away with tips and techniques that you can use right away. What we'll cover:

- Guidelines for expressing important ideas so that they are heard, understood, and accepted.
- Why respect is at the heart of good communication and what that means to you.
- How to assess and adapt your communication style—knowing when to be brief and when to be more personal.
- Tips on developing listening and questioning techniques that successful executives use.

Listen to Learn...the Art of Getting It Right

What's the #1 communication skill in business? The ability to listen effectively is the most critical communication skill that you can develop. Because listening is more than just hearing; it is the path to understanding and to results... There is a reason that great leaders are usually also known as great listeners. Great leaders and great listeners gather information, ask for feedback, solicit opinions, and seek to understand. The ability to listen and understand is one of the most important skills that a professional can possess. You will learn:

- to identify the hurdles that lead to poor listening
- how to use questions and tone of voice strategically
- the keys to effective listening and how to position a conversation so that you can listen well
- how to frame your responses so that others know you are listening and understanding
- how to use what you learn to get better results at work