

Essential Skills For An Essential Role!

Learn About the Skills Needed by Admin Professionals by Using AgLearn! And, as always, you can **add to your knowledge at no cost to you, 24/7!**

Administrative Professionals serve a critical role in every organization. Use AgLearn to learn about the essential skills necessary to become a successful administrative professional.

[Common Administrative Support Tasks](#) (1 hour)

When it comes to a typical day at the office for an administrative professional, each day's planned agenda can change on a whim. But regardless of how much the agenda changes from day to day, there are standard tasks that every administrative professional will perform regularly. This course describes common administrative support tasks. It specifically covers the stages of the records management life cycle and details the different types of classification systems used for sorting records.

[Interacting with Others](#) (1 hour)

Regardless of the organization you work for or the boss you have, almost all of the tasks you perform on a daily basis require interaction with others in some way. Effectively interacting with others results in trust and improved morale, which in turn results in your ability to get the information and help you need to effectively perform in your role. This course addresses the skills administrative support professionals require to be able to interact effectively with others.

[Maximizing Your Relationship with Your Boss](#) (1 hour)

As a good administrative professional, you provide invaluable support to your boss and the organization. This support is optimized when the working relationship between you and your boss is a true partnership. Within this partnership, your relationship must be managed according to the particular management style of your boss to ensure compatibility, dependability, and efficiency as you work toward common goals. This course explores ways to build a partnership with your boss and covers approaches for dealing effectively with different management styles.

[Putting Your Best Foot Forward](#) (1 hour)

As an administrative professional, there are many skills and competencies you must master, ranging from organizational skills to technical aptitude. In order to be truly successful, you must also master other essential skills like the ability to gain the trust and respect of your boss and colleagues. This course introduces some best practices for making a good impression as an administrative professional. Specifically, you'll learn how to project a positive professional image by building credibility and maintaining authenticity.

[Representing Your Boss](#) (1 hour)

The ability to represent your boss in a positive and professional light is essential to both your own and your boss's success. This course covers the skills you need to be successful as an administrative professional, including communication, organization, management, problem-solving, and basic office skills. It also describes strategies for anticipating your boss's needs, for making your boss look good, and for keeping your boss informed. Finally, you are presented with techniques for effectively communicating a boss's messages and decisions.

[Essential Skills for Administrative Support Professionals Simulation](#) (30 mins)

Effective administrative support professionals require an extensive array of skills, including communication, organizational, managerial, problem-solving, and conflict-resolution. Without such skills, the administrative support professional risks both his or her success and the success of his or her boss. This simulation is designed to provide participants with the opportunity to practice administrative support skills in a secure, virtual environment before facing the challenge of an actual, real-world scenario.

As with all AgLearn resources, these are available to all USDA employees at no cost to you!