



School of Continuing Education & Workforce Development

Short Term Certificate Programs

Administrative Office Management Certificate

Program Overview: The Administrative Office Management Certificate offers the career training needed to become an office manager, administrative assistant, legal or medical office assistant, receptionist, office clerk or office support specialist. Courses in the Administrative office Management Certificate will assist students in preparing for entry-level positions and upgrade current skills for career advancement.

- ✓ **EFFECTIVE COMMUNICATION IN BUSINESS:** Participants will identify personality styles and behaviors. Learn appropriate dress, listening skills and how to delegate assignments effectively. Participants will also learn to communicate more effectively with co-workers and business clients.
 - ✓ **LEADERSHIP AND SUPERVISION:** Participants will review leadership styles, team building, theories, challenges and effective leadership styles. Participants will also gain methods to prepare for and organize a productive meeting.
 - ✓ **CUSTOMER SERVICE I – QUALITY CUSTOMER SERVICE:** Participants will learn the importance of customer service, building ethics and etiquette. Career opportunities in the field will also be discussed.
 - ✓ **FUNDAMENTALS OF HUMAN RESOURCES:** Participants in this introductory course will lay the groundwork for the basic functions of Human Resources (HR). Participants will be exposed to insights into emerging trends and key HR issues for the future.
 - ✓ **MICROSOFT ACCESS INTERMEDIATE 2007:** Participants will build on skills acquired in Microsoft Access Basic. Participants will learn to modify, and work with multiple tables, understand relational tables and create custom forms. Advanced skills for query and report techniques and specifying multiple criteria will also be explored.
 - ✓ **MICROSOFT EXCEL INTERMEDIATE 2007:** Participants will learn advanced features of Microsoft Excel using Microsoft certified manuals. Participants will receive instructions on how to control the screen, use functions such as sum, average, maximum and minimum, and create charts and tables.
 - ✓ **MICROSOFT WORD INTERMEDIATE 2007:** Participants will build on knowledge acquired in Microsoft Word 2007 Basic to learn working with tables, charts, graphics, templates and styles. Document merge and transfer will also be discussed.
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