

Administrative Excellence Certificate

Missouri State University

The cost of this Certificate program is funded through the Office of Human Resources – Employee Development & Performance. Register online at *My Learning Connection*.

Administrative professionals play a vital role in the operations of Missouri State University. It is a position that requires high professional and ethical standards, the ability to deal with varied responsibilities and strong communication, interpersonal and organizational skills. The **Office of HR Employee Development & Performance (EDP)** has partnered with the **Management Development Institute (MDI)** to bring you a professional development opportunity to enhance your current administrative and personal skills by obtaining your Administrative Excellence Certificate. The Certificate will provide a strong knowledge base to handle your position with increased confidence, authority and professionalism.

Who Should Participate?

All levels of administrative assistants and support staff who are responsible for the administrative functions within the University. The Certificate will provide an update of current information for those professionals with years of experience, or serve as a career development track for those new to the field. **Seminars can also count toward Certified Administrative Professional (CAP and CAP-OM) recertification.**

Qualifications for Completion

The Administrative Excellence Certificate consists of the core course *Excelling as an Administrative Professional* plus an additional 5 one-day seminars. Four of these seminars are offered through the Management Development Institute (MDI) and one is instructed by HR Employee Development & Performance (EDP).

Certificate Course Requirements



- Excelling as an Administrative Professional
- Priority #1: Customer Service
- Bear Business for Administrative Professionals
- Power of Personalities in Your Workplace
- Managing People, Paper & Projects
- Achieving Results without Authority

2012 Schedule

February 28, 2012	(MDI Training)
March 16, 2012	(MDI Training)
April 26, 2012	(EDP Training)
July 25, 2012	(MDI Training)
September 19, 2012	(MDI Training)
October 24, 2012	(MDI Training)

Upon completion, you will be presented a professionally framed **Administrative Excellence Certificate** granted by MDI and the College of Business Administration.

Registration

Please register online through My Learning Connection. If you have questions or need additional information, contact HR Employee Development & Performance at  6-5779/6-4592 or  hrtraining@missouristate.edu.

Additional Professional Development Opportunities...

The Office of HR Employee Development & Performance (EDP) in cooperation with MDI provides all staff the opportunity to participate in various MDI workshops at **no out-of-pocket cost** to you or your department. For full workshop listings, visit My Learning Connection. Your non-credit student fee waiver can be also be applied towards other MDI sessions.