

Certificate in

Professional Office Administration

ONLINE

PROFESSIONAL DEVELOPMENT



An increase in the sophistication of office technology and organizational restructuring has resulted in greater responsibilities for administrative professionals once reserved for managerial staff. In addition to increased responsibilities, administrative professionals are also expected to play an integral role in mastering new office technologies and business operational process in support of promoting a highly effective workplace in meeting both internal and external customer needs.



In response to these new responsibilities there is also an increased demand for additional in-depth knowledge in topics that reinforce the additional skill sets required in business today. Therefore, as administrative functions become more technologically integrated into the work process, administrative professionals are expected to have more formal education in office administration.



The Certificate in Professional Office Administration is a convenient, online program designed to promote the development of administrative professionals to enhance their career goals and performance outcomes resulting in an organization's overall efficiency. The certificate consists of six required online courses totaling 48 hours of lecture and discussion. 4.8 Continuing Education Units (CEUs) will be awarded to the certificate graduate.

Upon certificate completion, graduates will be able to:

- Explain and identify the differences and similarities of internal and external customers
- Recognize how positive customer relationships benefit the organization
- Organize, process and respond to electronic and paper communications to better facilitate the flow of information in the workplace
- Use effective business writing and verbal communications in completion of individual and team tasks
- Set effective goals for work completion
- Apply effective Internet research techniques
- Plan successful meetings

For more information visit www.csufextension.org or call 657.278.2611

Cal State Fullerton
university extended education
www.csufextension.org

THE CLASSES

PROBLEM SOLVING SKILLS FOR OUTSTANDING PERFORMANCE

(9 hours/ 0.9 CEUs)

Prerequisite: none. Organizations desiring to promote problem solving among employees need a structured methodology for problem resolution, consistent application of that methodology and communication to all employees regarding organizational expectations. In this class you will have an opportunity to learn how to identify problems involving people, systems, work flow, information and communications. Class discussions will focus on identifying the root cause of a problem incorporating problem analysis using Pareto (the 80-20 rule) and cause and effect diagrams. The primary techniques involved in generating solutions for problems and how to implement proposed solutions will also be explored.

EFFECTIVE GOAL SETTING

(9 hours/ 0.9 CEUs)

Prerequisite: none. The successful development of personal and professional goals which are well thought out and utilize time-tested strategies and techniques are the focus of this class. You will be introduced to the knowledge and skills necessary to determine personal and professional goals that are meaningful and obtainable. The SMARTER model for writing goals (i.e. Specific, Measurable, Achievable, Realistic, Time Bound, Evaluate and Reward) will be examined.

WRITING FOR THE PROFESSIONAL BUSINESS ENVIRONMENT

(9 hours/ 0.9 CEUs)

Prerequisite: none. Business has become more information based, which has created an increased need for more reports, memos, letters, and emails. Written communication that is free of errors, factually correct, concisely written, convincing, and complete is an expectation in any business environment. Business writing must communicate clearly and quickly. In this class, you will learn the various strategies associated with different writing purposes and the professional business writing process of gathering and organizing information, drafting, revising, and editing for maximum clarity and impact.

PLAIN SPEAKING: HOW TO COMMUNICATE SUCCESSFULLY

(9 hours/ 0.9 CEUs)

Prerequisite: none. Clear and understandable communication utilizing a variety of media is an organizational expectation of all employees. Professional office administrators are expected to communicate with tact and diplomacy to assist in building and maintaining powerful business relationships. You will explore communication techniques that enhance understanding and increase effective communications in a business environment. Influencing others through effective communication using a variety of communication strategies will also be examined.

CUSTOMER SATISFACTION AND FOCUS

(6 hours/ 0.6 CEUs)

Prerequisite: none. To compete in today's challenging business environment, organizations need to encourage customer loyalty by providing excellent customer service. Attaining customer service that provides a competitive edge is a direct result of successfully aligning the employees, systems and customers. It is imperative that all employees understand the importance of their role in supporting and sustaining customer loyalty. In this class you will discuss the definition of customer-driven organizations, the benefit to customers of strategic relationships, the importance of both internal and external customer relationships, and how to identify key customers.

SUCCESSFUL MEETING PLANNING

(6 hours/ 0.6 CEUs)

Prerequisite: none. Discover the basics needed to plan and produce successful meetings that meet the needs and objectives of your audience. Identify basic principles associated with the financial aspects of your meeting. You will also receive tips for successful budgeting and cost saving ideas. Learn how to relate the meeting's purpose to the meeting site by exploring the different types of facilities available and space requirements. You will cover the elements of a contract and the perspective of the vendor. And you will learn what is negotiable and how to increase leverage.

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