

# Professional Development for Administrative/Clerical Support Staff

Florida Association for Community Action Presents This Training in Recognition of Administrative Professionals' Week



**Professional Development for Administrative/Clerical Support Staff** is a highly interactive training designed to enhance participants communication skills, professional skills, and overall effectiveness on the job.

## Key Topics Will Include:

- ❖ “Managing Up” - Boss/Secretary Relationship
- ❖ Keys to Working for Multiple Bosses
- ❖ Enhancing Your Technical and Professional Skills
- ❖ Interpersonal Relationships
- ❖ Organizing Your Time
- ❖ Effective Telephone Techniques

This workshop will address **CSBG Organizational Standards** under *Category Seven: Human Resource Management – Standard 7.9.*

## WHO SHOULD ATTEND?

Executive Assistants; Administrative Assistants; Secretaries; Program Assistants; Clerical Staff

**Date:** THURSDAY, April 14, 2016

**Time:** 8:30 AM TO 4:00 PM

**Location:** Rosen Centre Hotel

9840 International Dr. Orlando, FL 32819

**Presenter:** Ben Ramsey, President, GLM Management Consulting Group, LLC, Raleigh, NC

Ben is a proven staff, board, and organizational development professional. He has over 20 years of experience training and developing employees at all levels of the organization. He has held various senior level management positions in the past, which afforded him the opportunity to design and implement human resource and organizational development programs for organizations ranging in size from 1,200 to more than 3,000 employees.

**Cost: \$ 150 (Members)**

**\$175 (Non-Members)**

Guestrooms \$135 (single/double)

Reservations 800.204.7234

Register @ [www.faca.org](http://www.faca.org)



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