EXECUTIVE
ASSISTANT

Get **Big Things Done** by Supporting Company Leadership

New Horizons®
Learn What Earns

The Executive Assistant
Continuous Roles of indispensability

Leader
Flexibility
focus
Set an example

Technology Expert
Up-to-date on all software
Store, process, protect and
retrieve information

Support Specialist
Concentrate on execution and delivery
Provide a safety net, see the next step
Precision in details
Flawless execution

Manager
No boundaries to common sense
Make no assumptions
Plan and direct day-to-day routines

Business Partner
Consistent flow of good ideas
Ability to work on a team
Matched work habits
Relationship-oriented partnering

Communication Expert
Service-minded
Listen well
Brevity
Persuasive and diplomatic skills

Become Indispensable.

New Horizons®
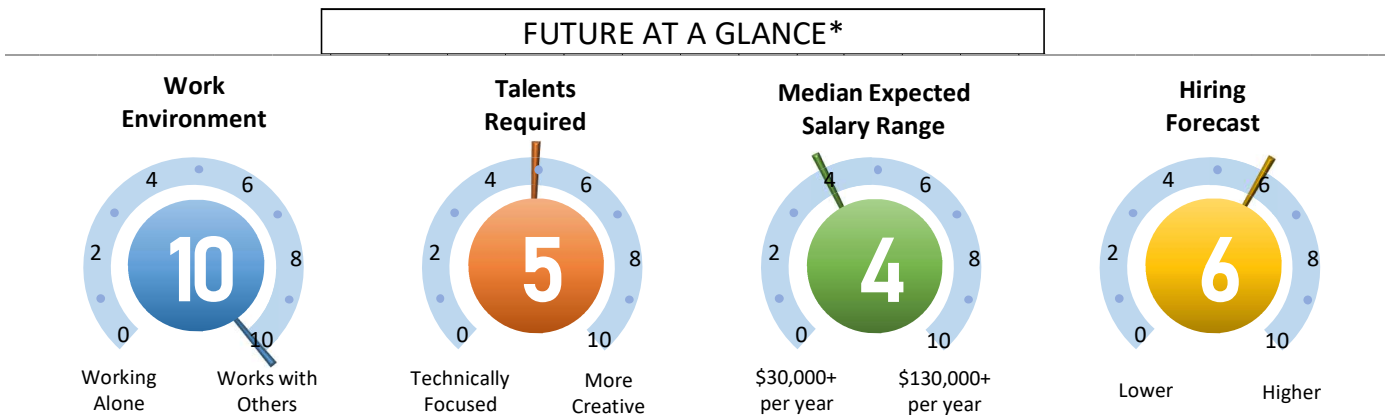
<u>Executive Assistant</u>

Supercharge a company's executive team by becoming an Executive Assistant. This role will empower you to help leadership make complex decisions and execute projects large and small. Like an Administrative Assistant, this position usually includes answering the phone, maintaining schedules and data entry. Unlike that position, this role may include research, analysis and managing other administrative assistants. For a key executive, this position is often the most important member of their team. You may be the link between the Executive accomplishing their goals or falling behind. To land a role like this, you'll need outstanding computer skills and polished interpersonal and professional skills.

What will you do with it? In addition to basic tasks, you will most likely be expected to compile reports, make travel arrangements and coordinate meetings. It's common that this role will create presentations and draft confidential reports for the executive. If you're looking to be on the inside of big decisions and work on special projects to move a company forward, this is the job for you.

Personal Skills Needed

- Exceptionally organized and detail oriented
- Writing and proofreading
- Work independently
- Time management skills
- Trustworthy and guarded with confidential information

Does this job fit <u>you</u>?

FUTURE AT A GLANCE*

Work Environment

10

Working Alone — Works with Others

Talents Required

5

Technically Focused — More Creative

Median Expected Salary Range

4

$30,000+ per year — $130,000+ per year

Hiring Forecast

6

Lower — Higher

* According to the U.S. Department of Labor. A proud partner of the americanjobcenter network.

Your New Understanding and Skills Include:

- Expertise in Microsoft Office, specifically Working with Spreadsheets, Communicating with Email, Working with Documents and Presentation
- Project Management and Data Entry
- Organization and Time Management

Other Career Paths Available But Not Limited To:

- Administrative Assistant
- Executive Administration Assistant
- Office Assistant
- Receptionist
- Office Manager

Word   Excel   PowerPoint   Outlook

Program Includes:

- 48 hours of live Microsoft Office Training (with free re-take option)
- 8 hours of live Project Management Training (with free re-take option)
- 8 hours of live Time Management Training (with free re-take option)
- 25+ Hours of Bonus Material, available 24/7, such as:

Customer Service Excellence	Effective Communication	Listening/Learning Skills
Managing Stress	Productivity Management	Personal Career Planning
Reaching Goals	Positive Attitude	Team Building

Successful Completion of this Program Includes:

- Learning the skills needed for today's executive assistant roles
- Earning Completion Certifications in Microsoft Office, Project Management Fundamentals and Time Management
- Learning a multitude of interpersonal, professional, and office skills to help you become successful in your new career!
- (Program includes access to over 2,800 self-paced certified On-Line Anytime (OLA) Courses and Modules to assist you even after you are employed in your new career.)

Program Format: Online, in person and self-study

Time: 4 Weeks
Cost: $4,400

New Horizons®

Classes and materials provided by New Horizons of Wisconsin, the state's largest technology and business skills training organization. All classes are certified and/or authorized by the developer.

1 - ORGANIZING CONTENT USING TABLES AND CHARTS

 Topic A: Sort Table Data
 Topic B: Control Cell Layout
 Topic C: Perform Calculations in a Table
 Topic D: Create a Chart
 Topic E: Add an Excel Table to a Word Document (Optional)

2 - CUSTOMIZING FORMATS USING STYLES AND THEMES

 Topic A: Create and Modify Text Styles
 Topic B: Create Custom List or Table Styles
 Topic C: Apply Document Themes

3 - INSERTING CONTENT USING QUICK PARTS

 Topic A: Insert Building Blocks
 Topic B: Create and Modify Building Blocks
 Topic C: Insert Fields Using Quick Parts

4 - USING TEMPLATES TO AUTOMATE DOCUMENT FORMATTING

 Topic A: Create a Document Using a Template
 Topic B: Create and Modify a Template
 Topic C: Manage Templates with the Template Organizer

5 - CONTROLLING THE FLOW OF A DOCUMENT

 Topic A: Control Paragraph Flow
 Topic B: Insert Section Breaks
 Topic C: Insert Columns

 Topic D: Link Text Boxes to Control Text Flow

6 - SIMPLIFYING AND MANAGING LONG DOCUMENTS

 Topic A: Insert Blank and Cover Pages
 Topic B: Insert an Index
 Topic C: Insert a Table of Contents
 Topic D: Insert an Ancillary Table
 Topic E: Manage Outlines
 Topic F: Create a Master Document

7 - USING MAIL MERGE TO CREATE LETTERS, ENVELOPES, AND LABELS

 Topic A: Use Mail Merge
 Topic B: Merge Envelopes and Labels

Day 2:

1 - MANIPULATING IMAGES

 Topic A: Integrate Pictures and Text
 Topic B: Adjust Image Appearance
 Topic C: Insert Other Media Elements

2 - USING CUSTOM GRAPHIC ELEMENTS

 Topic A: Create Text Boxes and Pull Quotes
 Topic B: Add WordArt and Other Text Effects
 Topic C: Draw Shapes
 Topic D: Create Complex Illustrations with SmartArt

3 - COLLABORATING ON DOCUMENTS

 Topic A: Prepare a Document for Collaboration
 Topic B: Mark Up a Document
 Topic C: Review Markups
 Topic D: Merge Changes from Other Documents

4 - ADDING DOCUMENT REFERENCES AND LINKS

 Topic A: Add Captions
 Topic B: Add Cross-References
 Topic C: Add Bookmarks
 Topic D: Add Hyperlinks
 Topic E: Insert Footnotes and Endnotes
 Topic F: Add Citations and a Bibliography

5 - SECURING A DOCUMENT

 Topic A: Suppress Information
 Topic B: Set Formatting and Editing Restrictions
 Topic C: Restrict Document Access
 Topic D: Add a Digital Signature to a Document

6 - USING FORMS TO MANAGE CONTENT

 Topic A: Create Forms
 Topic B: Modify Forms

7 - AUTOMATING REPETITIVE TASKS WITH MACROS

 Topic A: Automate Tasks by Using Macros
 Topic B: Create a Macro

1 - WORKING WITH FUNCTIONS

 Topic A: Work with Ranges
 Topic B: Use Specialized Functions
 Topic C: Work with Logical Functions
 Topic D: Work with Date and Time Functions
 Topic E: Work with Text Functions

2 - WORKING WITH LISTS

 Topic A: Sort Data
 Topic B: Filter Data
 Topic C: Query Data with Database Functions
 Topic D: Outline and Subtotal Data

3 - ANALYZING DATA

 Topic A: Create and Modify Tables
 Topic B: Apply Intermediate Conditional Formatting
 Topic C: Apply Advanced Conditional Formatting

4 - VISUALIZING DATA WITH CHARTS

 Topic A: Create Charts
 Topic B: Modify and Format Charts
 Topic C: Use Advanced Chart Features

5 - USING PIVOTTABLES AND PIVOTCHARTS

 Topic A: Create a PivotTable
 Topic B: Analyze PivotTable Data
 Topic C: Present Data with PivotCharts

 Topic D: Filter Data by Using Timelines and Slicers

Day 2:

1 - WORKING WITH MULTIPLE WORKSHEETS AND WORKBOOKS

 Topic A: Use Links and External References
 Topic B: Use 3-D References
 Topic C: Consolidate Data

2 - SHARING AND PROTECTING WORKBOOKS

 Topic A: Collaborate on a Workbook
 Topic B: Protect Worksheets and Workbooks

3 - AUTOMATING WORKBOOK FUNCTIONALITY

 Topic A: Apply Data Validation
 Topic B: Search for Invalid Data and Formulas with Errors
 Topic C: Work with Macros

4 - USING LOOKUP FUNCTIONS AND FORMULA AUDITING

 Topic A: Use Lookup Functions
 Topic B: Trace Cells
 Topic C: Watch and Evaluate Formulas

5 - FORECASTING DATA

 Topic A: Determine Potential Outcomes Using Data Tables
 Topic B: Determine Potential Outcomes Using Scenarios
 Topic C: Use the Goal Seek Feature
 Topic D: Forecast Data Trends

6 - CREATING SPARKLINES AND MAPPING DATA

 Topic A: Create Sparklines
 Topic B: Map Data

1 - CUSTOMIZING DESIGN TEMPLATES

 Topic A: Modify Slide Masters and Slide Layouts
 Topic B: Modify the Notes Master and the Handout Master
 Topic C: Add Headers and Footers

2 - USING INK TO HAND DRAW ELEMENTS

 Topic A: Draw Objects
 Topic B: Write Math Equations

3 - ADDING TABLES

 Topic A: Create a Table
 Topic B: Format a Table
 Topic C: Insert a Table from Other Microsoft Office Applications

4 - ADDING CHARTS

 Topic A: Create a Chart
 Topic B: Format a Chart
 Topic C: Insert a Chart from Microsoft Excel

5 - WORKING WITH MEDIA

 Topic A: Add Audio to a Presentation
 Topic B: Add Video to a Presentation
 Topic C: Add a Screen Recording

6 - BUILDING ADVANCED TRANSITIONS AND ANIMATIONS

 Topic A: Use the Morph Transition
 Topic B: Customize Animations

7 - FINALIZING A PRESENTATION

 Topic A: Collaborate on a Presentation
 Topic B: Annotate a Presentation
 Topic C: Record a Presentation
 Topic D: Set Up a Slide Show

8 - CUSTOMIZING PRESENTATION NAVIGATION

 Topic A: Divide a Presentation into Sections
 Topic B: Add Links
 Topic C: Create a Custom Slide Show

9 - SECURING AND DISTRIBUTING A PRESENTATION

 Topic A: Secure a Presentation
 Topic B: Create a Video or a CD

1 - MODIFYING MESSAGE PROPERTIES AND CUSTOMIZING OUTLOOK

 Topic A: Insert Advanced Characters and Objects
 Topic B: Modify Message Properties
 Topic C: Add Email Accounts to Outlook
 Topic D: Customize Outlook Options

2 - ORGANIZING, SEARCHING, AND MANAGING MESSAGES

 Topic A: Group and Sort Messages
 Topic B: Filter and Manage Messages
 Topic C: Search Outlook Items

3 - MANAGING YOUR MAILBOX

 Topic A: Manage Junk Email Options
 Topic B: Manage Your Mailbox Size

4 - AUTOMATING MESSAGE MANAGEMENT

 Topic A: Use Automatic Replies
 Topic B: Use Rules to Organize Messages
 Topic C: Create and Use Quick Steps

5 - WORKING WITH CALENDAR SETTINGS

 Topic A: Set Advanced Calendar Options
 Topic B: Create and Manage Additional Calendars
 Topic C: Manage Meeting Responses

6 - MANAGING CONTACTS

 Topic A: Import and Export Contacts
 Topic B: Use Electronic Business Cards
 Topic C: Forward Contacts

7 - MANAGING ACTIVITIES BY USING TASKS

 Topic A: Assign and Manage Tasks

8 - SHARING OUTLOOK ITEMS

 Topic A: Delegate Access to Outlook Folder
 Topic B: Share Your Calendar
 Topic C: Share Your Contacts

9 - MANAGING OUTLOOK DATA FILES

 Topic A: Use Archiving to Manage Mailbox Size
 Topic B: Work with Outlook Data Files

Project Management *Live* Training

COURSE OBJECTIVES

Upon successful completion of this course, students will be able to:

- identify the key processes and requirements of project management.

- initiate a project.

- plan for time and cost.

- plan for project risks, communication, and change control.

- manage a project.

- execute the project closeout phase.

1 - GETTING STARTED WITH PROJECT MANAGEMENT

 Describe a Project
 Describe the Project Management Life Cycle
 Identify the Role of a Project Manager

2 - INITIATING A PROJECT

 Determine the Scope of a Project
 Identify the Skills for a Project Team
 Identify the Risks to a Project

3 - PLANNING FOR TIME AND COST

 Create a Work Breakdown Structure
 Sequence the Activities
 Create a Project Schedule
 Determine Project Costs

4 - PLANNING FOR PROJECT RISKS, COMMUNICATION, AND CHANGE CONTROL

 Analyze the Risks to a Project
 Create a Communication Plan
 Plan for Change Control

5 - MANAGING A PROJECT

 Begin Project Work
 Execute the Project Plan
 Track Project Progress
 Report Performance
 Implement Change Control

6 - EXECUTING THE PROJECT CLOSEOUT PHASE

 Close a Project
 Create a Final Report

Time Management *Live* Training

COURSE OBJECTIVES

Time management training most often begins with setting goals. These goals are recorded and may be broken down into a project, an action plan, or a simple task list. Activities are then rated based on urgency and importance, priorities assigned, and deadlines set. This process results in a plan with a task list or calendar of activities. Routine and recurring tasks are often given less focus to free time to work on tasks that contribute to important goals. This entire process is supported by a skill set that should include personal motivation, delegation skills, organization tools, and crisis management.

1 - GETTING STARTED

 Icebreaker
 Housekeeping Items
 The Parking Lot
 Workshop Objectives

2 - SETTING SMART GOALS

 The Three P's
 The SMART Way
 Prioritizing Your Goals
 Visualization

3 - PRIORITIZING YOUR TIME

 The 80/20 Rule
 The Urgent/Important Matrix
 Being Assertive

4 - PLANNING WISELY

 Creating Your Productivity Journal
 Maximizing the Power of Your Productivity Journal
 The Glass Jar: Rocks, Pebbles, Sand, and Water
 Chunk, Block, and Tackle
 Ready, Fire, Aim!

5 - TACKLING PROCRASTINATION

 Why We Procrastinate
 Nine Ways to Overcome Procrastination
 Eat That Frog!

6 - CRISIS MANAGEMENT

 When the Storm Hits
 Creating a Plan
 Executing the Plan
 Lessons Learned

7 - ORGANIZING YOUR WORKSPACE

 De-Clutter
 Managing Workflow
 Dealing with E-mail
 Using Calendars

8 - DELEGATING MADE EASY

 When to Delegate
 To Whom Should You Delegate?
 How Should You Delegate?
 Keeping Control
 The Importance of Full Acceptance

9 - SETTING A RITUAL

 What is a Ritual?

 Ritualizing Sleep, Meals, and Exercise
 Example Rituals
 Using Rituals to Maximize Time

10 - MEETING MANAGEMENT

 Deciding if a Meeting is Necessary
 Using the PAT Approach
 Building the Agenda
 Keeping Things in Track
 Making Sure the Meeting Was Worthwhile

11 - ALTERNATIVES TO MEETINGS

 Instant Messaging and Chat Rooms
 Teleconferencing
 E-mail Lists and Online Groups
 Collaboration Applications

12 - WRAPPING UP

 Words from the Wise
 Review of Parking Lot
 Lessons Learned
 Completion of Action Plans and Evaluations

This portion of your job skills program focuses on helping your personal improvement, which will help you succeed in the future. Below you will find the detailed listing of dozens of hours of professionally created and delivered content that will provide you with the additional skills that you will need to succeed at your new career! This is your On-Line Anytime (OLA) library, and you will have access to these titles, and thousands more, for a full year!

Asset Type	Title	Code	Program Length
OLA Course	Administrative Support: Developing Your Essential Skills	aad_01_a01_bs_enus	26 Minutes
OLA Course	Administrative Support: Working in Partnership with Your Boss	aad_01_a02_bs_enus	18 Minutes
OLA Course	Administrative Support: Interacting Effectively with Colleagues	aad_01_a03_bs_enus	19 Minutes
OLA Course	Administrative Support: Projecting a Positive Professional Image	aad_01_a04_bs_enus	19 Minutes
OLA Course	Writing Effective E-mails and Instant Messages	acm_02_a01_bs_enus	28 Minutes
OLA Course	The Art and Science of Communication	acm_07_a01_bs_enus	21 Minutes
OLA Course	Trust Building through Effective Communication	acm_07_a03_bs_enus	25 Minutes
OLA Course	Choosing the Right Interpersonal Communication Method to Make Your Point	acm_07_a04_bs_enus	30 Minutes
OLA Course	Become a Great Listener	acm_07_a05_bs_enus	24 Minutes
OLA Course	Navigating Your Own Emotions	acm_13_a01_bs_enus	29 Minutes
OLA Course	Navigating Other People's Emotions	acm_13_a02_bs_enus	25 Minutes
OLA Course	Navigating the Workplace with Emotional Intelligence	acm_13_a03_bs_enus	26 Minutes
OLA Course	Listening Even When it's Difficult to Listen	acm_14_a01_bs_enus	32 Minutes
OLA Course	Using Active Listening in Workplace Situations	acm_14_a02_bs_enus	34 Minutes
OLA Course	Gaining a Positive Perspective on Feedback	acm_15_a02_bs_enus	30 Minutes
OLA Course	Acting with Diplomacy and Tact	acm_16_a01_bs_enus	36 Minutes
OLA Course	Navigating Challenging Situations with Diplomacy and Tact	acm_16_a02_bs_enus	30 Minutes
OLA Course	Interacting with Customers	acs_02_a01_bs_enus	30 Minutes
OLA Course	Communicating Effectively with Customers	acs_02_a02_bs_enus	30 Minutes
OLA Course	Controlling Conflict, Stress, and Time in a Customer Service Environment	acs_02_a03_bs_enus	32 Minutes
OLA Course	Dealing with Customer Service Incidents and Complaints	acs_02_a04_bs_enus	30 Minutes
OLA Course	Polishing Your Skills for Excellent Customer Service	acs_02_a05_bs_enus	24 Minutes
OLA Course	Rapport Building in Customer Service	acs_03_a01_bs_enus	28 Minutes
OLA Course	Providing Telephone Customer Service	acs_03_a03_bs_enus	31 Minutes
OLA Course	Facing Confrontation in Customer Service	acs_03_a05_bs_enus	27 Minutes
OLA Course	Designing a Customer Service Strategy	acs_03_a06_bs_enus	28 Minutes
OLA Course	Leveraging Emotional Intelligence	ald_01_a04_bs_enus	28 Minutes
OLA Course	How to Manage Difficult Conversations	amg_06_a03_bs_enus	29 Minutes
OLA Course	Developing a Plan to Further Your Career	apd_03_a01_bs_enus	28 Minutes
OLA Course	Getting Your Career on the Right Track	apd_03_a02_bs_enus	29 Minutes
OLA Course	Cultivating Relationships with Your Peers	apd_04_a01_bs_enus	21 Minutes
OLA Course	Managing Pressure and Stress to Optimize Your Performance	apd_07_a01_bs_enus	26 Minutes
OLA Course	Aligning Goals and Priorities to Manage Time	apd_08_a01_bs_enus	25 Minutes
OLA Course	Make the Time You Need: Get Organized	apd_08_a02_bs_enus	28 Minutes
OLA Course	The Art of Staying Focused	apd_08_a03_bs_enus	30 Minutes
OLA Course	Uncovering and Utilizing Your Talents and Skills	apd_10_a01_bs_enus	19 Minutes
OLA Course	Self-improvement for Lifelong Success	apd_10_a02_bs_enus	24 Minutes
OLA Course	Establishing Self-confidence for Life	apd_10_a03_bs_enus	23 Minutes
OLA Course	Procrastination: Admitting it is the First Step	apd_11_a01_bs_enus	20 Minutes
OLA Course	Understanding Unconscious Bias	apd_14_a01_bs_enus	25 Minutes
OLA Course	Overcoming Your Own Unconscious Biases	apd_14_a02_bs_enus	22 Minutes
OLA Course	Being an Effective Team Member	atm_02_a01_bs_enus	30 Minutes
OLA Course	Taking Effective and Professional Notes	bs_acm19_a01_enus	20 Minutes
OLA Course	Developing Your Business Acumen	bs_apd20_a01_enus	21 Minutes
OLA Course	Developing a Growth Mind-set	bs_ast03_a01_enus	16 Minutes
OLA Course	Personal Power and Credibility	comm_42_a01_bs_enus	24 Minutes
OLA Course	Difficult People: Why They Act That Way and How to Deal with Them	comm_46_a01_bs_enus	31 Minutes
OLA Course	The Essentials for Anger Management	comm_47_a01_bs_enus	26 Minutes
OLA Course	Using Communication Strategies to Bridge Cultural Divides	comm_48_a02_bs_enus	30 Minutes
OLA Course	Staying Balanced in a Shifting World	pd_30_a02_bs_enus	15 Minutes
OLA Course	Take a Deep Breath and Manage Your Stress	pd_30_a03_bs_enus	22 Minutes
OLA Course	Avoid Procrastination by Getting Organized Instead	pd_32_a02_bs_enus	22 Minutes
OLA Course	Maximize Your Productivity by Managing Time and Tasks	pd_32_a03_bs_enus	21 Minutes
OLA Course	Forging Ahead with Perseverance and Resilience	pe_03_a01_bs_enus	31 Minutes
OLA Course	Reaching Goals Using Perseverance and Resilience	pe_03_a02_bs_enus	27 Minutes
OLA Course	The Building Blocks of Building Trust	pe_04_a01_bs_enus	29 Minutes
OLA Course	Becoming an Accountable Professional	pe_05_a01_bs_enus	30 Minutes
OLA Course	Managing Workplace Stress	_pc_bi_hrbi006	6 Minutes
OLA Course	Reframing Negative Situations	_pc_bi_hrbi008	6 Minutes
OLA Course	Developing Your Career	_pc_ch_lach037	15 Minutes
OLA Course	Persevering through Setbacks	_pc_ch_pach011	15 Minutes
OLA Course	The Fruits of Integrity: Building Trust at Work	_pc_ch_pach012	15 Minutes

Your New Career Starts Today!

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