



Training Outline

PROFESSIONALISM/ OFFICE ETIQUETTE

Professionalism leads to workplace success, a strong professional reputation and a high level of work ethic and excellence. Etiquette helps to build trust and confidence between management and employees, between co-workers, and with customers.

CUSTOMER SERVICE/COMMUNICATION

Customer service professionals commonly answer customer questions through in-person, phone, email, chat, and social media interaction. Communication is a fundamental part of working in an office, and an administrative assistant must often be the liaison between a company and its clientele.

GOOGLE DOC/SHEETS/SLIDES

Productivity apps that let you create different online, documents work on them in real time with other people and store them with Google Drive.

TYPING/KEYBOARDING

Keyboarding is an important skill. Jobs that require typing documents or assignments can be completed faster.

JOB READINESS/CAREER PATHWAYS

Prepared to seek or obtain employment, and to keep their jobs once they are hired. Prepared resume, cover letter or job application. Understanding labor market and job search strategies. Prepare for interviews. Discuss additional training options or education.



EQUUS[®]

WORKFORCE SOLUTIONS

ADMINISTRATIVE EXCELLENCE

5 - WEEK TRAINING

Administrative Excellence clerical internship: You will learn how to manage your time more effectively, be better organized, business etiquette, and improve your verbal and non-verbal communication skills essential in influencing those around you and empower yourself.

We will be reviewing and discussing the must-have technology skills that are essential for all administrative professionals.

We will be learning how to use Google DOC, Google Sheets and Google Slides. We will also offer additional access to training courses for Microsoft Word, Excel, and PowerPoint.

We will finish the 5-week course looking at career opportunities using the skills and training obtained during the internship.

All these are key aspects of being a successful and effective Administrative professional.

*Working in partnership with
Jackson and
Josephine County
Department of Human Services*

