



BUSINESS AND ADMINISTRATIVE SKILLS

Enhance Your Workforce, Advance Your Career.

To be a key contributor in your organization, you need well-developed communication and professional skills. Graduate School USA offers a curriculum designed to help you develop and expand your abilities

Business and Administrative Skills courses explore all facets of office life: enhancing customer service; managing multiple tasks; building workplace relationships; dealing with stress; handling budgets and paperwork; running meetings; and delegating effectively.

The Graduate School USA Difference

Graduate School USA provides a stimulating environment for a community of learners who value networking and sharing experiences, while developing the skills and knowledge that will help them improve agency productivity, as well as enhance their careers.

Committed to supporting our clients with practical, real-life applications that assist them in doing their jobs, we deliver the training solutions that only a valued partner with 95 years of federal government experience can provide. We take pride in creating dynamic training programs with only the most experienced instructors, who understand how to help you achieve individual and organizational success. Your success really is our mission!



graduateschool.edu/cps
888.744.GRAD

BUSINESS AND ADMINISTRATIVE SKILLS COURSES

Foundation Courses

Customer Service Excellence
Increasing Personal Effectiveness
Managing Multiple Priorities
Office Management
Time Management

ADMB7003D
COMM7027D
ADMB7007D
ADMB7009D
ADMB7028D

Advanced Courses

Administrative Officers Workshop
Effective Meetings
Informal Rulemaking —
How to Make It Work
Leadership Skills for Non-Supervisors

ADMB7000D
ADMB8006D
PGMT7510D
ADMB7006D

This Core Competencies chart is designed to help you in your training decision making.

	Listening: Responds Appropriately to Messages	Speaking: Communicates Ideas Clearly to Listeners	Decision Making: Makes Sound Decisions to Reach Goals	Creative Thinking: Uses Imagination to Combine Ideas in New Ways	Manage/Organize Information: Identifies Need; Determines Importance	Planning/Evaluating: Determines Objectives and Evaluates Progress	Manage Human Resources: Plans and Monitors Work Assignment	Interpersonal Skills: Shows Understanding/Tact/Empathy to Others	Self-Esteem: Displays Professional Image; Views Self Positively	Self-Management: Manages Time and Deals with Stress	Leadership: Adapts Style to Influence/Motivate/Challenge Others	Negotiation: Works with Others toward Resolution	Stress Tolerance: Deals with High-Stress Situations Calmly	Customer Service: Works to Provide Customer Satisfaction	Oral Communication: Expresses Ideas to Individuals and Groups	Problem Solving: Identifies Problems; Makes Logical Judgments	Conflict Management: Resolves Disagreements Constructively	Self-Direction: Recognizes Own Strengths and Weaknesses	Contracting/Procurement: Knows Various Types of Contracts	Administration/Management: Knows How to Coordinate and Execute Business Functions
Administrative Officers Workshop (ADMB7000D)						•		•							•				•	•
Customer Service Excellence (ADMB7003D)	•	•										•	•	•		•				
Critical Thinking (ADMB8146D)				•	•	•		•		•						•				
Effective Meetings (ADMB8006D)	•	•	•		•	•		•	•	•	•		•		•					
Leadership Skills for Non-Supervisors (ADMB7006D)	•	•	•		•	•	•	•	•	•	•	•	•		•	•	•			
Managing Multiple Priorities (ADMB7007D)					•	•				•										
Problem Solving (ADMB8129D)			•	•	•			•		•						•	•			
Project Management for the Office Professional (ADMB7011D)	•	•			•			•	•					•	•	•		•	•	•
Time Management (ADMB7028D)			•		•	•				•										