



ADMINISTRATIVE PROFESSIONALS ACADEMY



Naifeh Center for Effective Leadership
INSTITUTE for PUBLIC SERVICE



For more information,
contact Will Porter at
william.porter@tennessee.edu
or visit our website,
www.leadership.tennessee.edu



The Administrative Professionals Academy (APA) is an 18-month leadership development program specifically designed for administrative, non-exempt staff.

The APA is designed to help participants identify their individual leadership style, provide exposure to community leaders and successful operations, increase professional networking opportunities, offer leadership development training in relevant competency areas, and help participants expand their leadership capacity.

The Administrative Professionals Academy consists of quarterly sessions throughout the program. Each APA session includes a full day of instruction and interaction. In addition, participants complete online instruction and project-based learning outside of the APA sessions. The program culminates with a graduation ceremony where participants receive a certificate of completion.



WHAT TOPICS ARE COVERED?

- Self-Awareness
- Vision and Purpose
- Managing Time
- Customer Service
- Dealing Tactfully with Difficult People & Situations
- Practicing Effective Communication
- Understanding Others
- Conflict Management
- Problem Solving & Critical Thinking
- Understanding Generational Differences
- Public Speaking
- Influencing and Managing Up

HOW DO PARTICIPANTS BENEFIT?

- Targeted leadership development training
- Increased understanding of personal leadership styles/strengths
- Professional Networking Opportunities
- Strengthen professional skills
- Enhanced leadership knowledge and capacity

The University of Tennessee is an EEO/AA/Title VI/Title IX/Section 504/ADA/ADEA institution in the provision of its education and employment programs and services. All qualified applicants will receive equal consideration for employment and admission without regard to race, color, national origin, religion, sex, pregnancy, marital status, sexual orientation, gender identity, age, physical or mental disability, genetic information, veteran status, and parental status.



Naifeh Center for Effective Leadership
INSTITUTE for PUBLIC SERVICE