



**ADMINISTRATIVE PROFESSIONALS ACADEMY**



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The Administrative Professionals Academy (APA) is a 12-month leadership development program specifically designed for administrative, non-exempt staff.

The APA is designed to help participants identify their individual leadership style, increase professional networking opportunities, other 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

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