

requirements

APPLY, COMMIT, ATTEND

Eligibility

Participants must currently serve in a full-time nonexempt administrative staff role supporting at least one faculty or staff position.

Application Process

Interested administrative staff should register between July 22-31 through eNDeavor Learning Management System: <https://endeavor.nd.edu>. Click "Go" and select Learning>Course Catalog. Filter for "Today's Administrative Professional" and select either the morning or afternoon group.

Learning Commitment

In partnership with their managers, participants will identify three to five specific development objectives regarding skills they want to learn or enhance. These objectives will become part of a TAP Learning Commitment which will be used to measure learning progress throughout the series.

Attendance Criteria

Participants are expected to attend all sessions. Ability to make up missed sessions during future programs depends on space availability.

Certificate and CEU's

A certificate awarding Continuing Education Units (CEUs) will be issued by Rockhurst University for those sessions delivered by their instructors. However, certificates will not be awarded if a participant misses more than two of the half-day sessions throughout the entire 19 session series.



Today's Administrative Professional

Office of Human Resources 200 Grace Hall Notre Dame, IN 46556
askHR@nd.edu 574-631-5900 www.hr.nd.edu

Career Success

today's administrative professional

IT'S A NEW DAY THAT REQUIRES NEW WAYS



Today's Administrative Professional

The role of today's administrative professional has evolved to that of a technologically savvy multi-tasker who supports teams and manages projects.

The willingness to be flexible and open to learning new competencies is critical to staying current with the role as it continues to evolve.

TAP is a competency-based development program aimed at administrative staff who want to update current skills and learn new technical, interpersonal, and management competencies to ensure future career success.

TAP is based on a body of knowledge specifically defined for the administrative professional. It supports the development of more consistent standards for skill and knowledge requirements across administrative positions.

2009-2010 schedule

LEARN, SUCCEED, ADVANCE

Each TAP series can accommodate two groups of 28 participants. Participants may elect either the morning group (8:30—11:30 a.m.) or afternoon group (12:30—3:30 p.m.) and will stay in that group for the entire series. Each module consists of two consecutive half-day sessions.

Module 1:	Professional Impact & Credibility	September 15 & 16
Module 2:	Listening for Understanding & Empathy	October 13 & 14
Tech Summit:	Fall Technology Summit	November 5
Module 3:	Speaking Verbally & Non-Verbally	November 17 & 18
Module 4:	Adding Value through Change Management & Customer Focus	December 15 & 16
Module 5:	Better Business Writing	January 5 & 6
Tech Summit:	Winter Summit ND Process	January 28
Module 6:	The "Win-Win" of Conflict Management	February 16 & 17
Module 7:	Organizing Your Time and Workspace	March 16 & 17
Module 8:	Management Matters: Critical Thinking, Problem-Solving, Decision-Making, Project Management	April 13 & 14
Tech Summit:	Spring Technology Summit	April 28

benefits

INCREASE, ENHANCE, ACCOMPLISH

To Participants:

The opportunity to increase core administrative competencies and enhance career potential.

To the University:

A more highly skilled talent pool to accomplish the University's goals.

learning outcomes

IDENTIFY, TRACK, PROGRESS

TAP measures learning outcomes in the following ways:

Pre-Assessments identify software application proficiency prior to the program and **Post-Assessments** measure proficiency gains.

Development Objectives regarding target competencies are mutually established as part of the Learning Commitment between the manager and the participant.

Periodic Progress Checks track progress towards the Individual Development Objectives.

