



ADMINISTRATIVE EXCELLENCE CERTIFICATE

Dates:

Seminar dates and descriptions can be found at mdi.missouristate.edu

Times:

One-day seminars
8:30 a.m.—4:30 p.m.

Half-day seminars
8:30 a.m.—12:30 p.m.

Location:

MDI Training Facilities
Glass Hall, Missouri
State University
Springfield, MO

Fees:

One-day seminars are typically \$189.

Half-day seminars are \$99.

Fee includes all materials and refreshment breaks

Registration:

After MDI receives your registration via phone, fax, email, mail or web you will receive a letter confirming the exact location, directions, and front door parking information.

Questions Call:

Stacey Trewatha-Bach
MDI Assistant Director
417-836-5667 or
800-733-3203 or visit
mdi.missouristate.edu

Any seminar topic can be delivered at your organization!

Administrative professionals provide a vital role in the successful operation of today's organizations. You are in a position that requires high professional and ethical standards with varied responsibilities that can encompass most any aspect of the organization. The MDI Administrative Excellence Certificate provides you a unique knowledge base to enhance effective communication, increase efficiency and provide ability to handle conflict successfully. Build your repertoire of managerial skills and abilities to help keep your boss and work team functioning as efficiently as possible.

WHO WILL BENEFIT?

All levels of administrative staff who are responsible for the administrative functions within an organization. New and seasoned professionals, including executive secretaries, administrative assistants, secretaries or other members of the administrative support staff who are striving to refine their management skills in order to enhance their careers and add to their organization's effectiveness.

Organizations look to Certification as:

- **A standard of performance**
- **A measurement of individual achievement**
- **Documentation of results**

Seminars attended count toward
CPS/CAP recertification!

CERTIFICATE FAQ'S

How do I enroll in a Certificate program?

A certificate application should be completed toward the beginning of your coursework if pursuing the Administrative Excellence program. Applications can be completed during class time or found online under the MDI Certificate tab. There is no extra fee for participating in a Certificate program.

How long does it take to complete a Certificate program?

Certificates can be completed in a relatively short time. While some programs vary in design and length, participants have up to 2 years to complete the requirements unless otherwise arranged.

Is there any testing involved to earn a Certificate?

No. MDI's seminars and courses are targeted to the adult learner and impact of learning is being assessed throughout the programs through relevant activities, exercises, case studies and Q&A.

ADMINISTRATIVE EXCELLENCE CERTIFICATE REQUIREMENTS

To complete the Administrative Excellence Certificate, participants must attend the 5 required courses plus 1 additional one-day seminar elective. The core course does not have to be taken first. The elective is chosen from the seminar selection listed.

Core Course:

Excelling as an Administrative Professional

Full-day seminars are 7 contact hrs.
Half-day seminars are 4 contact hrs.

Upon completion of the minimum 42 contact hour requirement, participants will be presented a framed Certificate granted by MDI and the College of Business Administration at Missouri State University

ADMINISTRATIVE EXCELLENCE 2009/2010 SCHEDULE

REQUIRED CERTIFICATE SEMINARS

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|--|------------------|
| Excelling as an Administrative Professional (Core Course-does not have to be taken first) | October 8, 2009 |
| Priority #1: Customer Service | November 6, 2009 |
| Achieving Results Without Authority | June 3, 2010 |
| Transforming Conflict into Positive Outcomes | June 16, 2010 |
| Managing People, Paper & Projects | March 4, 2010 |

SUGGESTED ELECTIVES 2009/2010 (SELECT 1)

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|---|---------------------------------|
| Legal Issues in the Workplace | September 30, or February 24 |
| Dynamic Communication & Interpersonal Skills | October 22, 2009 |
| The Power of Personalities in your Workplace | December 10, 2009 |
| Effective Business Writing (half-day 8:30am-12:30pm) | April 22, 2010 |
| Making Presentations with Confidence, Clarity & Impact | June 4, 2010 |
| Or other applicable MDI seminar of your choice | |

