



**DATES**

Seminar dates & descriptions can be viewed at [mdi.missouristate.edu](http://mdi.missouristate.edu)

**TIMES**

One-day seminars  
9:00 a.m.—4:00 p.m.

**LOCATION**

MDI Training Facilities  
Robert W. Plaster Center for  
Free Enterprise  
405 N. Jefferson Ave.  
Springfield, MO 65806

**FEES**

Fee includes all materials and refreshment breaks

**REGISTRATION**

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

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**

**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 2 additional one-day seminar elective. The core course does not have to be taken first. Electives are chosen from the seminar selection listed.

**Core Course:**

Excelling as an Administrative Professional

One-day seminars are 6 contact hours.

Upon completion of the minimum **42** contact hour requirement, participants will be presented a framed Certificate granted by MDI and the Center for Business & Economic Development at Missouri State University

**ADMINISTRATIVE EXCELLENCE 2015/2016 SCHEDULE  
REQUIRED CERTIFICATE SEMINARS**

Excelling as an Administrative Professional - 6 hours <i>(Core Course-does not have to be taken first)</i>
Managing People, Paper & Projects—6 hours
Transforming Conflict into Positive Outcomes—6 hours
Achieving Results Without Authority—6 hours
Creating Exceptional Customer Experiences—6 hours

**SUGGESTED ELECTIVES (SELECT 2) 2015/2016**

Legal Issues in the Workplace
Dynamic Communication Skills & Strategies
Making Presentations with Confidence, Clarity & Impact
The Power of Personalities in your Workplace
Or other applicable MDI seminar of your choice



**QUESTIONS—CALL**

Tara Horton  
MDI Training Coordinator  
417-837-2615 or  
800-733-3203 or visit  
[mdi.missouristate.edu](http://mdi.missouristate.edu)