

ADMINISTRATIVE PROFESSIONAL CERTIFICATE

LEARN FROM THE EXPERTS

Required courses:

(Do not have to be taken first)

Excelling as an Administrative Professional *(Core course)*

Managing People, Processes & Projects

Transforming Conflict into Positive Outcomes

Achieving Results Without Authority

Creating a Customer Service Culture

Elective courses:

(Partial list, choose two)

Legal Issues Impacting the Workplace

Dynamic Communication Skills & Strategies

Powerful Presentations: Speak Like a Pro!

Personalities Impacting Your Professional Success

For Women: Becoming a Powerful Force in Today's
Workplace

BECOME CERTIFIED

Administrative professionals play a critical role in the success of today's organizations. The Management Development Institute's **Administrative Professional Certificate** equips professionals with the skills needed to enhance communication, increase efficiency, and handle conflict successfully. Learn to build your managerial skills and keep your work team functioning as efficiently as possible.



SET YOURSELF APART

The program is designed for assistants and other administrative support staff looking to refine their management skills and enhance their careers.



REAL-WORLD TOPICS

Courses address timely topics and are led by experts. Courses are typically six hours long and are held from 9:00 a.m. - 4:00 p.m.



ACCREDITED THROUGH MISSOURI STATE UNIVERSITY

Earn an Administrative Professional Certificate granted by the Management Development Institute at **Missouri State University** after completing the 42 hours of training.