Training Courses

JAI customizes its Administrative Professional training solutions based on the specific needs of the client. JAI can deliver training solutions in-person at the client’s premises or online using the Zoom platform. The fundamental courses cover topics essential to the productivity and effectiveness of the Administrative Professional and to optimize office operations.

1. **Accountability in the Workplace**
   Accountability helps to ensure that every employee will take responsibility for their performance and behaviors, and continue to manage their responsibility. This course will provide participants with informative tools and practical strategies that can be used to help empower the team to work towards achieving the benefits of accountability. Accountable employees fuel performance and productivity, and generate an enhanced workplace.

   Training course objectives:
   1. Define accountability and personal accountability
   2. Differentiate between ownership and accountability
   3. Use feedback as a tool to enhance performance
   4. Understand the barriers of workplace accountability
   5. Focus on building accountability leadership
   6. Effectively set SMART goals
   7. Identify the components of the cycle of accountability
   8. Work towards achieving the benefits of accountability

2. **Administrative Office Procedures**
   Administrative office procedures may not be glamorous, but they are essential to the success of any enterprise. A well-run office reduces miscommunications and helps to eliminate common errors. With our Administrative Office Procedures training course participants will learn how to create and use tools to aid in the efficient processes of the office.

   Training course objectives:
   1. Create an Administrative Procedures manual
   2. Prepare checklists
   3. Understand succession planning
   4. Collect and utilize the correct office management tools
3. **Administrative Support Skills**

Administrative assistants are a key part of most office environments. They work quietly in the background, ensuring that the business runs smoothly and efficiently. Participants will learn the core skills that will help them use resources efficiently, manage time wisely, communicate effectively, and collaborate with others skillfully.

Training course objectives:

1. Getting organized
2. Manage time more effectively
3. Prioritize time so they can get it all done.
4. Complete special tasks
5. Verbal communication skills
6. Non-Verbal communication skills
7. Becoming self-motivated
8. Collaborating with your manager

4. **Archiving and Record Keeping**

Records chronicle the history, operations, and performance of every organization. Documents such as purchasing receipts, tax documents, and communications need to be identified and managed properly. The method of records management that a company uses should be tailored to fit the needs of the organization. There are, however, some basic concepts in most records management systems.

In this training course, participants will discover the basic elements and management of records.

Training course objectives:

1. Define records and archives
2. Analyze records in context
3. Classify records
4. Understand different systems
5. Maintain and convert records

5. **Basic Bookkeeping**

Administrative professionals routinely help manage the receipts, invoices, purchase orders, and, in some cases, payroll of an organization. Due to this, administrative professionals need to know basic accounting terminology, how to identify each type of important financial document, file those documents both physically and digitally, and assist the organization’s bookkeeper and/or accountant in the preparation of financial reports.

Training course objectives:

1. Understand basic accounting terminology.
2. Identify the differences between the cash and accrual accounting methods.
3. Become familiar with accounts payable and accounts receivable.
4. Use a journal and general ledger to document business financials.
5. Utilize the balance sheet.
6. Identify different types of financial statements.
7. Create a budget.
8. Be familiar with internal and external auditing

6. **Business Writing**

Good writing skills is an essential component of an organization being able to communicate effectively to both internal and external stakeholders. Participants in the Business Writing training course receive a refresher on basic writing concepts including spelling, grammar, and punctuation. Participants also learn about creating the most common business documents including email messages, agendas, business letters and reports.

Training course objectives:

1. Review common spelling and grammar issues in business writing.
2. Review basic concepts in sentence and paragraph construction.
3. Know the basic structure of agendas, email messages, business letters, business proposals, and business reports.
4. Gain an overview of Request for Proposals, Proposals, Executive Summaries, and Business Cases.
5. Define proofreading and understand techniques in improving proofreading skills.
7. **Collaborative Business Writing**

Larger, more complex writing projects, such as responses to RFPs, RFIs, and reports typically require the collaboration of multiple authors with diverse subject-matter expertise. This training course will give participants the knowledge and skills to collaborate with others to create important documents.

Training course objectives:

1. Define collaborative business writing
2. Know different types of collaborative writing
3. Know how to collaborate with team members
4. Learn methods of handling conflict in writing
5. Build collaborative writing teams

8. **Executive & Personal Assistants Critical Skills**

Being an Executive or Personal Assistant is a unique position that requires a variety of skills. Tasks such as updating schedules, making travel arrangements, minute taking, and creating important documents all must be done with a high degree of confidentiality. Confidentiality is one of the most important characteristics for every assistant.

Our Executive and Personal Assistants training course will teach participants what it takes to be a successful assistant. Participants will learn how to effectively manage a schedule, organize a meeting, and even how to be a successful gatekeeper.

Training course objectives:

1. Adapt to the needs and styles of management
2. Communicate through written, verbal, and nonverbal methods
3. Improve time management skills
4. Manage meetings effectively
5. Act as a gatekeeper
6. Use the tools of the trade effectively

9. **Meeting Management**

This training course is designed to give participants the basic tools needed to initiate and manage meetings. Participants will learn planning and leading techniques that will give them the confidence to run a meeting that will engage the attendees and leave a positive and lasting impression. The training course will also cover how to reduce waste and make meetings more efficient.

Training course objectives:

1. Planning and Preparing
2. Identifying the Participants
3. How to choose the time and place
4. How to create the agenda
5. How to set up the meeting space
6. How to incorporate your electronic options
7. Meeting roles and responsibilities
8. Use an agenda
9. Chairing a Meeting
10. How to take minutes

10. **Project Management**

Many employees are expected to understand project management techniques and how to apply them to projects of any size.

This Project Management training course will give participants an overview of the entire project management process, as well as key project management tools that they can use every day.

Training course objectives:

1. Key aspects of project management
2. Launching the project
3. Scheduling and resource management
4. Project scope management
5. Project management tools
6. Project reporting
11. **Social Media in the Workplace**

Business people are being flooded with Social Media invitations and updates. Social media browsing and communicating has become a time eater, and businesses are quickly becoming aware of the drain it can have on productivity. People love to share, but they need to know what is appropriate to share and what should not be sent out.

In this Social Media in the Workplace training course, participants will learn how to communicate professionally on social media platforms, to present themselves and the organization in a positive light.

Training course objectives:

1. Learn the meaning of social media
2. Learn different ways social media is used and altered
3. Build and maintain a social media policy
4. Keeping your social media secure
5. Establishing rules for the social media the company posts
6. Discover the benefits and pitfalls of using social media