

Administrative Professional Certificate (APC) Program— WINTER/SPRING 2013 SCHEDULE

Select Three Core Courses, One Communication Elective, and One Technology Skills Elective

Program Fee: \$495 Registration Code: CAPC

CORE COURSES (All three required)	Code	Credits	Days	Dates
Effective Office Management for Today's Workplace	C2202A	.6CEU/8CPE	1	Apr 29
Managing Multiple Priorities	C5044A	.6CEU/8CPE	1	May 13
Dealing with Difficult People	C6060A	.6CEU/8CPE	1	May 20

COMMUNICATION ELECTIVES (Choose one)	Code	Credits	Days	Dates
Action Grammar	C5031	1.2CEU/16CPE	2	Feb 14-15; May 29-30
Developing Dynamic Listening Skills	C2508	.6CEU/8CPE	1	Apr 16
"Easy" English for the Multi-Lingual Writer	C8005	1.2CEU/16CPE	2	June 20-21
Successful Letter and Memo Writing	C6788	1.2CEU/16CPE	2	Mar 21-22, June 3-4
Successful Workplace Communication	C1022	.6CEU/8CPE	1	May 2

TECHNOLOGY SKILLS ELECTIVES (Choose one)

MICROSOFT EXCEL

Level 1	2007	T3044	.6CEU/8CPE	1	Mar 7, Apr 11, May 7, June 10
	2010	T3054	.6CEU/8CPE	1	Mar 1, Apr 2, May 1, June 3
Level 2	2007	T3045	.6CEU/8CPE	1	Mar 20, Apr 23, May 21, June 18
	2010	T3055	.6CEU/8CPE	1	Mar 12, Apr 18, May 16, June 14
Level 3	2007	T3046	.6CEU/8CPE	1	Apr 30, June 25
	2010	T3056	.6CEU/8CPE	1	Mar 28, May 30

MICROSOFT OUTLOOK

Level 1	2007	T7041	.6CEU/8CPE	1	May 13
	2010	T7051	.6CEU/8CPE	1	Mar 13, May 8
Level 2	2007	T7042	.6CEU/8CPE	1	Mar 18, June 21
	2010	T7052	.6CEU/8CPE	1	Apr 17, June 11
Level 3	2010	T7053	.6CPE/8CPE	1	June 26

MICROSOFT WORD

Level 1	2007	T2044	.6CEU/8CPE	1	Mar 8, May 10
	2010	T2064	.6CEU/8CPE	1	Mar 4, May 9
Level 2	2007	T2045	.6CEU/8CPE	1	Feb 14, Apr 15, June 12
	2010	T2065	.6CEU/8CPE	1	Apr 5, June 6
Level 3	2007	T2046	.6CEU/8CPE	1	Apr 26, June 27
	2010	T2066	.6CEU/8CPE	1	May 29

REGISTRATION/FEEES

Training liaisons must register employees through the NYCAPS training module using registration code: **CAPC** or submit approved CTC applications via fax to: (212) 313-3439. The certificate program fee of \$495 (a savings of up to 30%) is payable to the DCAS Citywide Training Center. Mayoral agencies pay by intra-City budget modification, non-Mayoral agencies pay by check.

Instructions for Completing the CTC Application:

Under the "Course Information" section, indicate **CAPC** as the Course Code and **ADMINISTRATIVE PROFESSIONAL CERTIFICATE PROGRAM** as the Course Title. Under the title, list the three required core courses in date order. After that, list the two desired electives and the course codes — one from the Communication electives and one from the Technology Skills electives. Indicate the class dates for each course selected.

Submit the application to your supervisor for signature, approval and endorsement. Supervisors will forward applications to the agency's CTC training liaison who will forward them to the CTC. Liaisons will receive confirmation of candidates' enrollment in the APC Program.

NOTE: The APC Program is also available in an agency-specific training format. For more information, visit us at: nyc.gov/ctc

Edna Wells Handy, Commissioner
Citywide Administrative Services

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NYC Citywide Administrative Services



APC

Administrative Professional Certificate Program

Winter/Spring 2013

Administrative Professional Certificate (APC) Program

To successfully complete the APC Program, candidates are required to complete **five** training classes:
Three core courses, One communication elective, and One technology skills elective.



Administrative support professionals face many challenges in the fast-paced and ever-changing work environment of City government.

The Administrative Professional Certificate Program provides employees the opportunity to hone the skills necessary to meet these demands: communicating with clarity and confidence, solving problems more effectively and increasing self-management skills thus enhancing their value in the workplace as high performance team members.

Who Should Participate?

The Administrative Professional Certificate Program is designed specifically for secretaries, clerical personnel and other administrative professionals of various levels whose main job is to provide direct programmatic or management support. The program provides a unique opportunity to develop strategies for achieving optimum work outcomes and to enhance communication skills — both written and verbal — for managing effectively in their work environment.

CORE COURSES: [All three required]

1. Effective Office Management for Today's Workplace [CORE]

Provides clerical associates and administrative assistants with the needed tools for superior management of their work environment. This course addresses the day-to-day workplace challenges and give participants strategies and techniques to gain a better perspective of the job as well as a streamlined approach for achieving results.

- Effectively managing time with changing priorities
- Developing office routines for achieving optimum work outcomes
- Building better communication skills to facilitate cooperation
- Learning to work with others as part of a team
- Exploring how motivation has an impact on workplace effectiveness

2. Managing Multiple Priorities [CORE]

Prepares participants to better manage the multiple priorities faced in today's fast paced work environment. Will focus on how participants can take control of their workday with methods for maximizing efficiency, effectiveness and minimizing stress.

- Clarifying and setting work and personal goals and objectives
- Getting and staying organized
- Taking charge of time
- Identifying and keeping top priorities moving when everything is important
- Recognizing and dealing with productivity killers
- Utilizing planning and organizing tools for measuring and monitoring progress

3. Dealing With Difficult People [CORE]

This workshop provides participants with techniques to enhance their skills for dealing with difficult people in the workplace. Participants will learn how to manage their own behavior, explore different coping mechanisms, and develop more effective communication skills when confronted with a difficult person or situation.

- Identifying emotionally charged situations at work and minimizing their impact
- Practicing strategies for gaining control of volatile situations
- Using techniques for taking charge of work-place conversations
- Learning how to fend off a personal attack without being drawn into a "no-win" showdown
- Learning methods to keep pressure from affecting job performance

COMMUNICATION ELECTIVES: [Choose one]

Action Grammar

Recommended for individuals who want to enhance or refresh their understanding of the rules of standard English grammar.

Developing Dynamic Listening Skills

Focuses on the skills, knowledge, and attitudes necessary to meet the challenges of listening effectively. Through practical exercises, participants will improve their behaviors in this critical component of the communication process.

"Easy" English for the Multi-Lingual Writer

Designed for writers for whom English is not their first language. In this course participants will work on their own and with others on job related writing exercises that will strengthen their ability to write using proper English. Participants will leave the course with an awareness of writing strengths and a sense of confidence in their ability to improve in areas where special focus is needed.

Successful Letter & Memo Writing

This course focuses on fundamental writing concepts necessary for moving letters and memos from a draft to a finished document. Participants will acquire a system for organizing and composing clear, concise, and complete letters and memos.

Successful Workplace Communication

Provides participants with methods to improve their everyday interactions with co-workers and enable them to work more productively in groups. Participants will evaluate their own communication styles and explore methods and techniques for communication effectiveness.

TECHNOLOGY SKILLS ELECTIVES: [Choose one]

- **Microsoft Word** 2007 or 2010
(Level 1, 2, or 3)
- **Microsoft Excel** 2007 or 2010
(Level 1, 2, or 3)
- **Microsoft Outlook** 2007 or 2010
(Level 1, 2 or 3)

Note: Any computer course code that begins with "O" is not applicable to the APC program.

Change is a constant in the workplace. Employees must continually develop new skills and more confidence in their abilities to plan ahead, cope with crises and identify improvement opportunities. The APC Program provides this and more.

Benefits of Participation Include:

Unique participative learning opportunity to share ideas, best practices, information and techniques, and to practice new skills.

- **Tailored Course Offerings**
choose classes to match individual needs and development plans
- **Certificate of Achievement**
presented to all who successfully complete the program at the annual APC Awards Ceremony
- **Tangible Recognition**
for professional development efforts; a recognized standard that acknowledges skills
- **Cost-Savings**
taking courses through this program provides a savings of up to 30 percent [as compared to taking individual classes]