### Instructor-Led

- Customer Service: It's Everybody's Job - Managing and Providing Exceptional Customer Service
- The Professional Administrative Assistant Module 1: Professionalism
- The Professional Administrative Assistant Module 2: Communication Skills, Part I
- The Professional Administrative Assistant Module 3: Communication Skills II
- The Professional Administrative Assistant Module 4: Customer Service Skills
- The Professional Administrative Assistant Module 5: Business Writing Skills
- The Professional Administrative Assistant Module 6: Conflict Management Skills
- The Professional Administrative Assistant Module 7: Organization and Time Management
- The Professional Administrative Assistant Module 8: Critical Thinking/Decision Making Skills

### E-Courses

- Administrative Support: Developing Your Essential Skills
- Administrative Support: Interacting Effectively with Colleagues
- Administrative Support: Projecting a Positive Professional Image
- Administrative Support: Working in Partnership with Your Boss
- Business Etiquette: Phone, Email, and Text   New
- Time Management Fundamentals   New
- Note-Taking for Business Professionals   New
- Administrative Professional Foundations   New

### Videos

- Dealing with Distractions
- Tame the Email Beast
- Time Management and Productivity
- Time Management: The Six Box List
- Writing Emails That Get a Response

### Books 24x7

- The Definitive Executive Assistant and Managerial Handbook: A Professional and Executive Assistants
- Taking Minutes of Meetings (Creating Success)
- Skills for the Administrative Assistant: Study Guide
- The Definitive Personal Assistant & Secretarial Handbook
- Administrative Assistant's and Secretary's Handbook 4th Ed