

## 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](#)

## Videos

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

## 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**

## 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](#)