



Specialized Administrative Staffing

A Robert Half Company

## Program Options for Chapters From OfficeTeam

OfficeTeam has developed a number of presentations that are available at no charge to IAAP chapters/divisions and corporations -- *and all of the programs below qualify for recertification credit!* In addition, manager-focused presentations are ideal for executive functions.

The following OfficeTeam programs are one-hour in length, and have been approved for IAAP recertification when delivered by an OfficeTeam representative. When submitting the Recertification Program Application, indicate the title as shown and the starting and ending times of the presentation; include the program overview under "Outline of Program"; and indicate the OfficeTeam representative's name, title and location under "Speaker's name and short bio." No other information will be needed on the program or speaker. Remember to submit your Recertification Program Application to [certification@iaap-hq.org](mailto:certification@iaap-hq.org) at least two weeks prior to the program date.

Contact OfficeTeam to determine local spokesperson availability for programs. To locate the nearest office, call 1.800.804.8367 or [search online](#).

If you have any immediate questions or needs related to a presentation you've already scheduled, but are having difficulty reaching your local OfficeTeam contact, please reach out to any of the following OfficeTeam representatives:

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*Note: Program topic listings below are subject to change. Contact a local OfficeTeam representative to confirm presentation options in your area.*

## Overview of Presentations

### **Employee/Job Seeker-focused Presentations**

#### **Changing Places, Changing Faces**

Discover how recent shifts in the workplace, such as technological advances, diversity and globalization, are impacting administrative professionals and employers, based on findings from OfficeTeam and IAAP's Changing Places, Changing Faces research campaign. This interactive presentation will help you assess how you manage change, and provide you with key strategies for embracing workplace shifts and advancing your career.

#### **Get the Recognition You Deserve**

Administrative professionals are often referred to as the backbone of an organization, but not all employees get the recognition they deserve. Fortunately, there are concrete steps you can take to attract positive attention and get ahead. OfficeTeam and IAAP surveyed managers and administrative professionals about the role of employee recognition in the workplace. The findings provide insight into how you can build your visibility and work with company

leaders to ensure recognition efforts benefit both you and the organization. In this presentation, you'll learn about getting the recognition you deserve, tooting your own horn, the benefits of recognizing others and more!

### **Going From Unsung Hero to Superhero**

Companies need help recovering from the recession, especially if budgets are tight or hiring freezes remain in place. But employers have a secret weapon that can come to their rescue: you! Today's administrative professionals can take on new and exciting roles to help their companies battle various business challenges, embrace new developments and improve the bottom line. In this presentation, based on research from OfficeTeam and IAAP, you'll learn how to go from unsung hero to superhero. Topics we'll discuss include: asking for and receiving new responsibilities in the areas of technology and social media, cost control, hiring, corporate events and social responsibility; honing your superpowers and getting the resources you need to succeed; battling workplace villains like burnout, confidence shortfalls and lack of visibility; and tips from real-life super admins that you can use to advance your career.

### **How to Write the Perfect Resume and Cover Letter**

Want to learn how to craft a compelling cover letter and resume that will land you an interview? Then this session is for you! This presentation discusses the attributes of strong resumes and cover letters, and common mistakes to avoid.

### **Landing Your Next Job in a Tough Economy**

The economy and job market have become much more volatile and uncertain, and many professionals may have lost jobs or may feel that their job is at risk. Even in a difficult economy, though, there are still opportunities for skilled candidates. This presentation provides valuable ideas and strategies that will help candidates jump-start or re-energize their job search.

### **Ten Tips for Communicating With Your Boss**

Effective communication is critical to professional success — especially when it comes to working with the boss. It can increase your job satisfaction, confidence level and marketability, and pave the way to a successful career. With so many emerging technologies and new workplace trends, never has the role of communication been more important.

## **Employer/Manager-focused Presentations**

### **Building a Talented Team of Professionals**

How can organizations distinguish themselves as a place where top professionals want to work? What skills and specialties should employers seek in applicants? How can they find these candidates? What salary trends are impacting hiring? This presentation addresses these areas, and also provides an overview of the hiring outlook and discusses proven techniques for successful recruitment strategies.

### **Cost-Effective Staffing for Unprecedented Times**

How are the most progressive companies reducing staffing costs in the current economy? This presentation provides timely insight and advice. You'll learn how to maintain adequate personnel levels so you can meet operational goals — without overstaffing or cutting too deeply. Using this information, you can evaluate your organization's human resources needs and construct a flexible, cost-effective staffing model. You'll get easy-to-implement tips that will help your company become more nimble, so you can quickly respond to changing business conditions — including the inevitable upturn.

### **Managing a Multigenerational Workforce**

Has the Great Recession changed the perceptions of multiple generations about the workplace? Has it rearranged their priorities and goals for their professional lives? This presentation addresses the most notable changes in the workplace in the wake of the recession and lessons learned by both employees and hiring managers. It also explores generational behaviors and gaps in the workplace, myths vs. reality, and provides timely advice to help you manage and retain talented employee teams of all generations, both now and in the future.

### **Managing Through Change**

When change occurs, whether it's getting promoted, managing a recent merger or dealing with a turbulent economy, it's up to a manager to support and guide employees through the transition process. The ability to lead and manage through challenging times is critical to a firm's long-term success. This presentation takes a look at how change affects employees and what steps managers can take to help staff adjust and thrive amidst change.

### **Recognize Results: Drive Success Through Employee Recognition**

In today's economy, the ability to keep employees motivated and productive can make or break your company's success. Compelling research from OfficeTeam and IAAP shows the integral role employee recognition plays in

increasing productivity and improving a company's bottom line. The findings reveal how targeted rewards can build morale, which types of incentives are most effective and common stumbling blocks to avoid when recognizing staff. In addition, you'll learn about the costs of *not* offering praise, and cost-effective and meaningful recognition ideas that can increase productivity.

## **Audience-Neutral Presentations**

### **Business Etiquette: The New Rules in a Digital Age**

Is it OK to friend your boss? Can an email mistake jeopardize your career? There are many gray areas when it comes to communicating in the digital age. This presentation provides guidelines on digital protocols in the workplace, including LinkedIn, Facebook and Twitter, as well as traditional communication tools such as email. Find out what executives say about etiquette in the workplace, and learn how to tend to your network in just five minutes a day. Audiences also will gain a better insight into their social networking style through an engaging quiz.

### **Using Social Media to Advance Your Career**

Despite the rapid growth of social media, misperceptions about these tools are common, especially when it comes to leveraging them for professional purposes. This presentation offers a crash course in using social media to advance your career. It provides an introduction to LinkedIn, Facebook and Twitter; outlines the professional uses of these technologies; and discusses how to get started with them. Also included are pitfalls to watch out for you as embark on your social media efforts.

### **What Does It Take To Get Along? Resolving Workplace Conflicts**

Your on-the-job success depends largely on your ability to work well with others. But if there's one thing you can count on in the office, it's that no two people are completely alike. Workplace conflicts often arise because different people have different ways of doing things. In this presentation, based on research from OfficeTeam, IAAP and Insights, we'll discuss: overcoming common conflicts at work; handling difficult discussions when issues occur; and improving relationships with colleagues.