

Maintain Command Posture

OLC Course Recommendations

Competency Definition

Demonstrates credibility and authority in issuing instructions and making requests to individuals and in performance of duties.

OLC Component Titles

Communicating with Power and Confidence

COURSE TSA-ADM-COMMPOWER-0001

Description: Do you want to be an effective and powerful communicator? Do you want to take charge, welcome responsibility and view challenge as an opportunity? In today's workplace, when administrative support professionals talk, supervisors listen. They have been empowered and given many managerial responsibilities. They can now work alongside rather than as subordinates to their managers. They no longer only proofread, make coffee, or take notes. Today they run team meetings, benchmark, make presentations to senior management, pass out their own business cards, and earn degrees.

Administrative support professionals who can communicate, teach, guide, mentor, and make important decisions have a greater chance of achieving upward mobility in their workplace. Administrative assistants can earn more money as a result of taking on these responsibilities. This course will show you how to communicate with power and confidence, a skill that will enable you to advance your career.

Duration=3.0

Delegation Basics

COURSE TSA-MGMT-DELEGATBASIC-0001

Description: Do you feel that there are just not enough hours in the day? Are you always striving to keep ahead of the paperwork that litters your desk? Perhaps it is time to consider sharing some of those tasks with your skilled employees. As you progress through this -Delegation Basics- course in the -Effective Delegation- series, you will discover what delegating is all about, what you need to do to prepare for and implement this process, and how to ensure that you and your employees will effectively complete those delegated tasks. By participating in this course, you will discover how delegating tasks can enhance and accentuate your management skills. **Duration=2.0**

Foundations for Business Execution

COURSE TSA-LEAD-FOUNDBUSEXEC-0001

Description: Have you ever sat in a meeting where your boss described a -new initiative- that was going to transform your business unit, only to see the initiative fizzle and die a few weeks later? Do you have big plans and long-term goals that never come to pass because you get so bogged down with day-to-day activities? When management announces -new plans- to revolutionize productivity in your organization, do your colleagues roll their eyes because they know things will never really change? Why don't new initiatives get off the ground? Why don't long terms goals get met? Why do things stay the same in business, even when change is critical to an organization's success? The answer lies in the art of business execution. Business execution is about achieving results. It's about turning ideas into actions and dreams into reality. It's not a process or a formula, but a state of being that will permeate and transform your entire organization. This course will provide you with the basic information you need to create an execution culture in your organization. In one lesson, you'll examine execution cultures to uncover what execution is and what it is not. You'll explore personal accountability and energy, two inherently important parts of an execution culture. Finally, you'll see how business execution equips organizations to handle change. In another lesson, you'll see how an execution culture will help your organization deliver value to your customers and achieve operational excellence. **Duration=7.0**

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Getting Results through Communication

COURSE TSA-COMM-RESULTSCOMM-0001

Description: When you want something done, you have to either do it yourself or see to it that someone else does it. As adept as you may be at multi-tasking, there will be times when you'll need a colleague's help or buy-in to perform a task. But how can you effectively achieve results without any formal authority within the organization? Communication is the answer. Through the effective use of the various forms of communication, you'll be able to extend your influence at work even without any recognized authority. This course is designed to help you become a more effective communicator so that you can become more productive and use written and spoken communication to achieve results. **Duration=3.0**

Managing the Delegated Environment

COURSE TSA-MGMT-DELEGATENVIRN-0001

Description: Do you want to increase your effectiveness as a delegator? Are you unsure of how much control and feedback you need to implement when delegating tasks? Then this course will help you achieve those goals. As you proceed through this -Managing the Delegated Environment- course in the -Effective Delegation- series, you will gain valuable insight into several areas including change management, decision making, and developing performance standards. You will also acquire skills in supervising, empowering, and providing effective feedback in a monitored situation. By participating in this course, you will become a proficient manager of a delegated environment. **Duration=5.0**

The Personal Approach in Delegation

COURSE TSA-MGMT-PERSNLDELEGAT-0001

Description: Have you delegated tasks only to later find out that the task wasn't completed properly or that it wouldn't be completed on time? Perhaps you need to reevaluate your delegation skills. This course will help you work more effectively with employees in a delegation situation. As you progress through -The Personal Approach in Delegation- course in the -Effective Delegation- series, you will discover several important factors about delegation--how you can benefit from a shared commitment to a delegated task, how to identify confident and motivated employees, and how the knowledge of common delegating problems can help you become an effective delegator. By participating in this course, you will be prepared to overcome many obstacles in the delegation process. **Duration=2.5**