Administration and Management
OLC Course Recommendations

Applies business and management principles involved in strategic planning, resource allocation, and coordination of people and resources in support of organizational operations.

OLC Component Titles

Administrative Functions

COURSE TSA-ADM-ADMINFUNCT-0001

Description: Administrative support professionals are the central nervous systems of an office. Their responsibilities are numerous and vital to the operation of their organization. Knowing the best ways to perform office functions will enable administrative support professional to complete their responsibilities efficiently and effectively. This course will present you with information that will help you succeed at your job. It will show you how to manage records, make business travel arrangements, and organize conferences and meetings. It will also introduce you to the automated office environment. Your career as an administrative support professional will benefit from the knowledge and skills presented in - Administrative Functions. **Duration=3.0**

Business Execution in Action

COURSE TSA-LEAD-BUSEXECACT-0001

Description: The best operational strategies in the world are not worth the paper they are written on if they are not carried out. The same holds true for the principles of business execution. The principles of business execution are worthless to an organization if they exist only in the heads of its corporate executives, but are never acted upon. This course will assist you in the process of -executing business execution- in your organization. All organizations share three common key processes: the people process, the strategy process, and the operations process. One lesson will explore ways to employ the principles of business execution to improve and streamline these processes. All too often, organizations think of the people process, the strategy process, and the operations process as three distinct and separate entities, when in fact, they are closely and critically interrelated. Have you ever been in a situation where it felt like the left hand didn't know what the right hand was doing? Have you ever completed a project only to find out the actions of another team in your organization rendered your work obsolete? If only you'd known what they were doing. You'll explore ways to execute to ensure synchronicity in your organization. Another lesson explores ways to apply business execution principles to take your organization to the next level and beyond. **Duration=5.0**

Implementing Improvements

COURSE TSA-OPER-IMPLIMPROVMNT-0001

Description: Customers' perception of quality is constantly changing in today's market. What the customer wants now may not be what he wants six months from now. This means that the traditional approach of continual small improvements may not be the approach of choice for certain products. Alternative approaches that generate more dramatic results might be a better choice. This course explores a variety of approaches to process improvement. It also describes planning and implementation steps you need to perform to put your approach into place. **Duration=2.5**

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Initiating and Planning a Project

COURSE TSA-PROJ-INITPLANPROJ-0001

Description: Initiating and Planning are crucial phases in developing and executing any successful project. Companies that are embarking on a new project initiative must assign people to gather facts and decide what exactly they want to produce and how they are going to produce it. This course examines which factors should weigh in during the project selection process and how to effectively plan a project from beginning to end. TargetAudience: This course is targeted toward a diverse range of managers and staff members who wish to acquire the necessary skills to successfully manage small to medium sized projects. **Duration=2.0**

Managing Yourself and Those Around You

COURSE TSA-ADM-MNGSELFOTHER-0001

Description: Successful administrative support professionals must be good managers. This means managing their own time and energies, as well as cooperatively working with their boss and co-workers. This course teaches successful strategies for dealing with the myriad demands on the time, resources, communication skills, and organizational powers of administrative assistants. **Duration=4.0**

Process Management Skills

COURSE TSA-MGMT-PROCMGMTSKILLS-0001

Description: Efficiency, in software terms, can be the difference between ineffective, poorly designed software, and elegant, intuitive software. Efficiency in manufacturing is the difference between processes that yield top quality products at a reasonable price, and processes that spit out shoddy products regardless of price. Likewise, efficiency is critical to the effectiveness of a manager and to the manager's organization. To be efficient as a manager, you have to develop a suite of organizational skills including time management, performance management, and stress management. This course will help you develop your skills at organizing and scheduling activities such as meetings, client conferences, and personnel reviews. Process Management Skills will also assist you in setting goals and accomplishing tasks in less time but with higher quality. Applying these important strategies will also help you lower stress in your day-to-day dealings, making you more productive and your day more rewarding. **Duration=4.5**