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Autore	Bailey-Hughes Brenda
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Collana	A Fifty-minute series book
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Nota di contenuto	<p>TITLE -- COPYRIGHT -- ABOUT THE AUTHOR -- CONTENTS --</p> <p>Introduction -- WHO IS THE ADMINISTRATIVE ASSISTANT? --</p> <p>CHECKLIST OF RESPONSIBILITIES -- Assist Managers -- Supervise Office Operations and Support Staff -- Provide Information -- CHAPTER 1</p> <p>Wearing Many Hats -- MANAGING MULTIPLE ROLES -- SUGGESTED RESPONSES -- WHAT HATS DO OTHERS SEE YOU WEARING? -- WHAT YOUR MANAGER EXPECTS -- Clarify Expectations -- Work-Style Preferences -- See the Big Picture -- CHAPTER 2 Assisting the Manager -- ARE THEY LOST WITHOUT YOU? -- ANTICIPATE NEEDS -- POSSIBLE RESPONSES -- ACT AS A COMMUNICATION LIAISON -- MAKING THE CONNECTION -- 1. S-R: Sender-Receiver -- 2. Message -- 3. Means -- 4. Feedback -- 5. Context -- 6. Noise -- 7. Mental Filters -- ACT AS A COMMUNICATION BUFFER -- Possible Responses -- BUFFERING THE UNPLEASANT CALL -- TAKE OVER PROJECTS FOR YOUR BOSS -- Responsibility Gray Areas -- TAKING OVER WITHOUT OVER-BEARING -- CHAPTER 3 Supervising Office Operations and Support Staff -- ARE YOU READY TO BE A SUPERVISOR? -- SUPERVISORY SKILLS SELF-ASSESSMENT -- SUGGESTED COURSES OF ACTION -- SEVEN SUPERVISORY CHALLENGES -- CHALLENGE #1: I DON'T WANT TO SOUND BOSSY -- SOLUTION: Understand your role -- CHALLENGE #2: PEOPLE DON'T DO THINGS THE WAY I ASK THEM -- SOLUTION: Give clear instructions -- Suggested Instructions -- CHALLENGE #3: IT'S EASIER TO DO THINGS MYSELF THAN TO ASK SOMEONE ELSE -- SOLUTION: Delegate -- CHALLENGE #4: NO ONE LISTENS TO ME --</p>

SOLUTION: Enlist employee cooperation -- Build Your Credibility --
CHALLENGE #5: I DON'T KNOW WHAT TO DO WHEN EMPLOYEES ARE IN
CONFLICT -- SOLUTION: Intervene -- CHALLENGE #6: EMPLOYEES GO
OVER MY HEAD -- SOLUTION: Elicit support from the "top" --
CHALLENGE #7: SUPERVISING FORMER PEERS -- SOLUTION: Clarify roles
-- CHAPTER 4 Providing Information -- ARE YOU A WEALTH OF
INFORMATION? -- DEVELOPING THE DETECTIVE HAT.
SHARING THE INFORMATION -- CHAPTER 5 Special Concerns of the
Administrative Assistant -- PERSONAL REQUESTS -- WORK OVERLOAD
-- TIME-SAVING TIPS -- MAKING TIME -- DEALING WITH
INTERRUPTIONS -- SUGGESTIONS FOR MANAGING INTERRUPTIONS --
SUPPORTING TWO OR MORE PEOPLE -- CONCLUSION.

Sommario/riassunto

Today, the administrative assistant operates at a high level, often
reporting to more than one person.
