

Personality Types

HIGH NEED TO DIRECT/OUTSPOKEN



LOW NEED TO DIRECT/INTROVERT

Identifying your own, as well as your manager's personality type will help you to understand specific needs and improve communication!

Check out this Link: <http://www.hiresuccess.com/help/Understandingthe4PersonalityTypes.htm/>

Communication is Key!

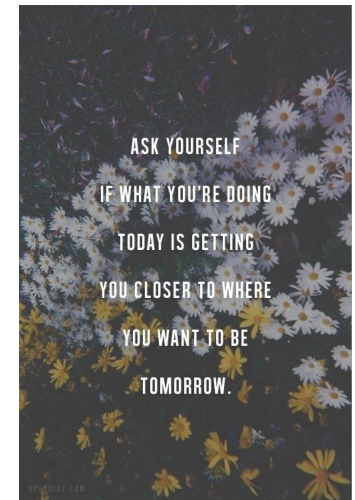
- Pause & Listen
- Get Rid of Distractions
- Network with colleagues
- Hear the personality behind the words...

Parting Information: Create a “Me” file!

- List your Training
 - Certifications
 - Experience and informal learning
- What are *your* Goals?
- Tips for presenting *yourself*
- Job Description
- Keep a running list of accomplishments
- Add personal and professional references to a running list as you work with them



Tips from the National Administrative Assistants' Conference 2015



Robin Ball, Patty Bower, Sandye Hamilton, Rachel Shoman, Lorie Shults

Customer Service when you don't have "customers."

What is the first impression of your office?

- You are the front line of your department. Show "customers" you and your office are the embodiment of knowledge, diplomacy, and teamwork.

Q.T.I.P.

- "Quit Taking it Personally" When someone is difficult, its usually not because of "you," its because their first priority is "me."
- Exhibit confidence in the face of difficult "customers" and they will view you as adept and professional.

Assertiveness

- Go One Step More than what your "customers" expect. Not only will they see you as an expert, but you will save time and exhibit efficiency.
- Control your thoughts: you will listen more effectively and get down to the real issue.

Leadership

- Fails are important!
- Leading is the sum of all possibilities presented

Not "justa"

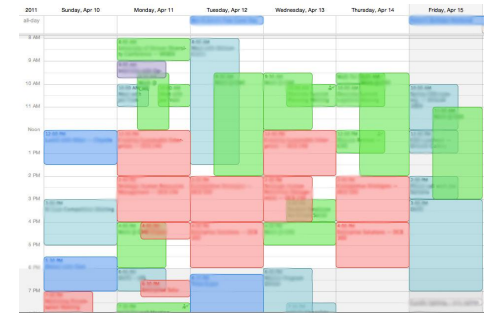
Every position is important. You are not just an administrative assistant, "justa". Don't sell yourself short on the importance of what you do!



Expanding Parameters

Remember to be aware and accepting of the limitations of our own points of view. Then we can more easily see through the lens of others.

Without challenge there is no growth!



Block Time for your Tasks!

It may not be a meeting, but your daily tasks require time too. Add them to your calendar so your boss and others are aware of when you are "in the zone" and working on a detailed task.

Plan for the UnPlanned

When changes are required after the completion of your project look at it as an opportunity rather than defeat.

"The trouble with opportunity is that it always comes disguised as hard work."

Recognize your Bosses' Strengths & Challenges.

Use this worksheet to organize your observations and plan out ways to support and assist.
<http://documents.kenyon.edu/humanresources/StrengthsandChallengesWorksheet.pdf>