

## Information Management for Administrative Assistants

### Course Summary

#### Description

The electronic office promised the elimination of the secretary and the administrative assistant. Technology and automated techniques would look after whatever was needed to 'run the office'. Current reality has taught us otherwise. The role of the administrative assistant has never been as critical as he or she is called upon to handle a myriad of work processes including establishing contracts, managing human and financial resources, supporting planning and project management, formatting documents for signature, procuring office supplies, and on and on. At the core of these activities is information.

As an administrative assistant you know that the performance of your job and the effectiveness of the programs you support are dependent upon high quality information. Through trainer-led discussions, role plays and case studies this course will teach you how to manage this critical asset especially in an electronic environment.

#### Objectives

At the end of this course, students will be able to:

- Enhance the management of multiple forms of information (i.e., from paper to electronic) across your work unit.
- Establish control over the information you need to carry out your multiple responsibilities.
- Guide the managers and staff in your unit in introducing basic procedures designed to enhance the management of the information they need to do their work.
- Know how to enhance the way information is accessed and retrieved.
- Know how to position yourself as an important member of the information management team in your organization.

#### Topics

- Scoping the landscape - what does the Administrative Assistant do?
- Apples and oranges - what kinds of information is the Administrative Assistant responsible for?
- Information law 101 - what you need to know about the laws governing the management of information.
- Managing different kinds of information through their life cycle
- Capturing information
- Organizing and indexing information
- Retaining information
- Disposing of information
- Becoming a 'knowledge facilitator' - facilitating information access and retrieval for yourself and your work group
- Identifying the key challenges to managing information
- Building effective strategies for addressing the challenges
- Information management as the foundation for career development and advancement
- Knowing where to go for additional information

#### Audience

This course is designed for administrative assistants seeking to enhance the way information is managed to support their activities and their work group.

#### Prerequisites

There are no prerequisites required for this course.

#### Duration

One day

Due to the nature of this material, this document refers to numerous hardware and software products by their trade names. References to other companies and their products are for informational purposes only, and all trademarks are the properties of their respective companies. It is not the intent of ProTech Professional Technical Services, Inc. to use any of these names generically