



APWA 2017 Support Staff Seminar

Workshop Summaries

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10 Keys for Unlocking Your Brilliance in the Workplace

We are living in an exciting time where opportunities are abundant. In fact, you have the ability to enjoy a great career—whatever you choose to be. Being brilliant in the workplace begins with believing and understanding the critical role you play and then implementing strategies that will help you stand out and be successful. This session will identify 10 keys that will help you to reach your potential and increase job performance.

Key Takeaways:

- Understand how your attitude affects work performance.
- Briefly identify strengths, weaknesses, and work activities you enjoy doing.
- Identify the activities essential for success in your current role and create a plan for excelling in these activities.
- Reflect on ways that you can do your present job even better.
- Take away 10 keys to increase job performance.

Thinking Like Leonardo da Vinci: Critical Thinking for Today's Creative Assistant

Creative assistants must think differently. Leonardo da Vinci was a revolutionary thinker who was ahead of his time. He attempted to understand the world around him and apply what he learned to his painting and his inventions. In this new and unique session, we will tap in to the da Vinci genius and practice some stimulating exercises that may just bring out the da Vinci in you.

Key Takeaways:

- Sharpen your question asking skills and develop a personal list of *Top Ten Power Questions*.
- Discover the benefits of "confusion endurance" and sharpen your senses in the face of Uncertainty.
- Develop the skill of "systems thinking".
- Determine the barriers and obstacles that prevent confident decision making and effective critical thinking.
- Take away 8 Thinking Traps that sabotage your motivation.

Analyze This!....Scenarios That Will Make You Think.

In this short power session, we will dive into several challenging workplace scenarios. We will analyze and discuss situations that administrative professionals face using critical thinking skills and sharing best practices.



Take Charge of Your Time

Time is our most precious resource. In today's workplace, employees are being asked to produce more in less time. Many employees are also finding themselves working longer days and even bringing work home with them. With hectic days in the office and personal commitments outside of the office, some office professionals find it challenging to meet the day-to-day demands. There is no "right way" to manage time, but you can take a more active role in "taking charge" of your time.

Key Takeaways:

- Evaluate activities that invest your time vs. spend your time
- Recognize why setting priorities is critical to effective time management
- Evaluate your workload by planning in advance
- Learn to identify and avoid time wasters

Use Your SWOT to SOAR!

Businesses complete the process of strategic planning in different ways. The SWOT Analysis is an effective tool used in the strategic planning process to assess a company's strengths, weaknesses, opportunities, and threats. The SWOT analysis can be an insightful tool to identify actions you can take to best meet the requirements of the job you are seeking or the job you currently have. Comparing your individual strengths and weaknesses can identify gaps and help you reach your potential. This session will dive into the SWOT analysis and how it can benefit assistants.

Key Takeaways:

- Understand the SWOT analysis and how it works
- Complete an individual SWOT analysis
- Discover the power of "quiet confidence" and how to use it effectively
- How can we deal with others' weaknesses that can drive us crazy
- Recognize your opportunities to be a catalyst leader