



Specialized Administrative Staffing

Program Options for Chapters from OfficeTeam

OfficeTeam has developed a number of presentations that are available at no charge to IAAP chapters/divisions and corporations -- *and all of the programs below qualify for recertification credit!* In addition, manager-focused presentations are ideal for executive functions.

Contact OfficeTeam to determine local spokesperson availability for programs. To locate the nearest office, call 1.800.804.8367 or [search online](#).

If you have any immediate questions or needs related to a presentation you've already scheduled, but are having difficulty reaching your local OfficeTeam contact, please reach out to any of the following OfficeTeam representatives:

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Note: Program topic listings below are subject to change. Contact a local OfficeTeam representative to confirm presentation options in your area.

Overview of Presentations

Employee/Job Seeker-focused Presentations

Changing Places, Changing Faces

Discover how recent shifts in the workplace, such as technological advances, diversity and globalization, are impacting administrative professionals and employers, based on findings from OfficeTeam and IAAP's Changing Places, Changing Faces research campaign. This interactive presentation will help you assess how you manage change, and provide you with key strategies for embracing workplace shifts and advancing your career.

Fitting In and Standing Out in the Workplace

OfficeTeam partnered with IAAP and HR.com to survey administrative professionals and HR managers about how support staff can fit in, stand out and flourish at their companies. The findings and corresponding advice serve as a guide for administrative professionals to achieve happiness and fulfillment on the job. Managers also will benefit from this presentation which includes a brief overview of key research findings, how to find or create your ideal work environment, how to set yourself apart from others, how to ask for and receive the training and recognition you desire, and more!

Get the Recognition You Deserve

Administrative professionals are often referred to as the backbone of an organization, but not all employees get the recognition they deserve. Fortunately, there are concrete steps you can take to attract positive attention and get ahead. OfficeTeam and IAAP surveyed managers and administrative professionals about the role of employee recognition in the workplace. The findings provide insight into how you can build your visibility and work with company

leaders to ensure recognition efforts benefit both you and the organization. In this presentation, you'll learn about getting the recognition you deserve, tooting your own horn, the benefits of recognizing others and more!

How to Recession-Proof Your Career

Given the turbulent economy, many professionals are doing their best just to keep their careers afloat. But whether you're concerned about your current position or looking for a new one, now is the time to take action to raise your visibility and "recession-proof" your career. In this presentation, you'll learn strategies for staying motivated and productive on the job, becoming an indispensable asset to your employer, landing a job in a tough economy and improving your marketability to ensure ongoing career success.

How to Write the Perfect Resume and Cover Letter

Want to learn how to craft a compelling cover letter and resume that will land you an interview? Then this session is for you! This presentation discusses the attributes of strong resumes and cover letters, and common mistakes to avoid.

Landing Your Next Job in a Tough Economy

The economy and job market have become much more volatile and uncertain, and many professionals may have lost jobs or may feel that their job is at risk. Even in a difficult economy, though, there are still opportunities for skilled candidates. This presentation provides valuable ideas and strategies that will help candidates jump-start or re-energize their job search.

Making it Click: Successful Relationships Between Managers and Administrative Professionals (Employee Version)

One of the keys to building strong teams is maintaining effective work relationships between administrative personnel and the people they support. But do supervisors and administrative professionals agree on what makes a good partnership? OfficeTeam and IAAP conducted a survey of managers and support staff to find out. This presentation highlights the survey findings and offers insight into issues that affect today's administrative professionals, including how to enhance communication, ensure optimal use of tools and resources, and prepare for increased responsibility.

Ten Tips for Communicating With Your Boss

Effective communication is critical to professional success — especially when it comes to working with the boss. It can increase your job satisfaction, confidence level and marketability, and pave the way to a successful career. With so many emerging technologies and new workplace trends, never has the role of communication been more important.

The EDGE Report: Employment, Hiring and Compensation Trends

Based on Robert Half International and CareerBuilder's fifth annual Employment Dynamics and Growth Expectations (EDGE) Report, this candidate-focused presentation compares and contrasts the perspectives of hiring managers and workers. It provides insights into how workers feel about their jobs now, how both employees and employers are likely to respond to an improving economy and what qualities managers will look for in new hires. It also offers tips for overcoming common job search challenges and getting noticed in an increasingly competitive job market.

Employer/Manager-focused Presentations

Building a Talented Team of Professionals

How can organizations distinguish themselves as a place where top professionals want to work? What skills and specialties should employers seek in applicants? How can they find these candidates? What salary trends are impacting hiring? This presentation addresses these areas, and also provides an overview of the hiring outlook and discusses proven techniques for successful recruitment strategies.

Cost-Effective Staffing for Unprecedented Times

How are the most progressive companies reducing staffing costs in the current economy? This presentation provides timely insight and advice. You'll learn how to maintain adequate personnel levels so you can meet operational goals — without overstaffing or cutting too deeply. Using this information, you can evaluate your organization's human resources needs and construct a flexible, cost-effective staffing model. You'll get easy-to-implement tips that will help your company become more nimble, so you can quickly respond to changing business conditions — including the inevitable upturn.

Fitting In, Standing Out and Building Remarkable Work Teams

OfficeTeam partnered with IAAP and HR.com to survey administrative professionals and HR managers about how support staff can fit in, stand out and flourish at their companies. The presentation includes a brief overview of key

research findings, how you can create an appealing work environment, what training and development opportunities you can provide to administrative staff, and how you can motivate and recognize your administrative team.

Hidden Business Opportunities in Today's Economy

This employer-oriented presentation highlights key business opportunities resulting from current market conditions and provides advice for maximizing them. The presentation also includes real-life examples so managers can learn how creative organizations are positioning themselves for growth in the short and long term — and how their companies can do the same.

Making it Click: Successful Relationships Between Managers and Administrative Professionals (Employer version)

One of the keys to building strong teams is maintaining effective work relationships between administrative personnel and the people they support. But do supervisors and administrative professionals agree on what makes a good partnership? OfficeTeam and IAAP conducted a survey of managers and support staff to find out. This presentation highlights the survey findings and offers insight into issues that affect today's administrative professionals, including how to enhance communication, ensure optimal use of tools and resources, and prepare for increased responsibility.

Managing Through Change

When change occurs, whether it's getting promoted, managing a recent merger or dealing with a turbulent economy, it's up to a manager to support and guide employees through the transition process. The ability to lead and manage through challenging times is critical to a firm's long-term success. This presentation takes a look at how change affects employees and what steps managers can take to help staff adjust and thrive amidst change.

Recognize Results: Drive Success Through Employee Recognition

In today's economy, the ability to keep employees motivated and productive can make or break your company's success. Compelling research from OfficeTeam and IAAP shows the integral role employee recognition plays in increasing productivity and improving a company's bottom line. The findings reveal how targeted rewards can build morale, which types of incentives are most effective and common stumbling blocks to avoid when recognizing staff. In addition, you'll learn about the costs of *not* offering praise, and cost-effective and meaningful recognition ideas that can increase productivity.

The EDGE Report: Employment, Hiring and Compensation Trends

Based on Robert Half International and CareerBuilder's fifth annual Employment Dynamics and Growth Expectations (EDGE) Report, this client-focused presentation uncovers the challenges in finding skilled candidates today, despite a tightening labor market. The presentation compares and contrasts the perspectives of hiring managers and workers, and provides guidance on retaining top performers and gearing up for smart hiring. Looking ahead to an inevitable upturn, the presentation also previews where the jobs will be and what types of professionals companies will be looking to hire.

The Most Common Mistakes Managers Make in an Uncertain Economy

Learning from your own mistakes is good; learning from the mistakes of others is even better. This presentation examines the types of management mistakes companies have made in past recessions and provides tips for avoiding common pitfalls. You'll learn how to effectively communicate with your team during times of change and gain insight into low-cost incentives that can improve morale and productivity levels. You'll also get advice on how to create a strong, efficient team that's prepared for the inevitable upturn.

What Millennial Workers Want: How to Attract and Retain Gen Y Employees

A growing number of companies are focusing on recruiting members of Generation Y, also known as the Millennial Generation, because they know this sizable group of professionals will become an increasingly vital segment of the workforce as baby boomers begin to retire. This presentation offers insights based on an in-depth study of Generation Y by Robert Half International and Yahoo! HotJobs and provides specific strategies your company can implement to position itself as an employer of choice to this group. It examines what motivates Gen Y professionals at work, their career concerns, how they view their roles and responsibilities in the workplace and what they want from their employers.