

General Manager and Chief Operating Officer Jonathan Hebel of Windsor, CA says:

"The information was extremely helpful. My admin and I read the brochure and then met to discuss it item by item. We have implemented several changes and have seen a dramatic increase in communication and efficiency."

Michael Love of Rockville, Maryland states:

"I recently received approval to hire an Office Service Coordinator (our second level administrative professional). It was the first time I have had administrative support and I wanted to set things up so we could be an effective team. I used the publication to help set up a framework for how we would operate. It was helpful in identifying areas that should be considered for good communication and office management ."

Business Administrator Michael Klockenbrink of Folsom, CA wrote:

"...I found this tip book to be very useful, easy to read and understand. It was also affirmation to the things we are doing right. I found tip #1, 12 & 14 are true fundamentals to success with your admin."

Compliments of *The Effective Admin*

Assisting Administrative Professionals Since 2004

The Effective Admin

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**EXCERPT
FROM:
*87 Ways You
Can Work More
Effectively
With Your
Administrative
Support
Professional***

**for managers,
executives and
other senior
levels who
have an
administrative
professional
reporting to
them**

Excerpt From — 87 Ways You Can Work More Effectively With Your Administrative Support Professional

TIP: Assume that your administrative support professional doesn't know what's on your mind until you tell him.

That's the one assumption it's okay to make in the office environment. Always remember that your administrative support professional is not a mind reader--no matter how in tune with your thoughts she or he may seem to be sometimes. It's that one time that you "assume" when things will go awry in your work relationship.

TIP: Don't overuse e- mail as a form of com- munication with your ad- ministrative profes- sional.

E-mail still leaves room for mis-interpretation. You can't read tones or gestures. You can't always quickly shoot back and forth questions about expectations.

Using e-mail is a great way to avoid confrontation by being a

horrible way to communicate negative feedback. You'll communicate better and earn more self-respect with many administrative professionals by one-on-one, face-to-face discussions when appropriate.

On the other hand, if you're traveling or communicating minor issues or information pieces needed for project completion, e-mail is a wonderful medium for handling this.

Just remember, if you constantly e-mail your administrative professional and you work in the same office, you're missing out on communication opportunities that might further the development of your partnership. E-mail is easy (and it saves you time), but it's not always the most effective form of communication for developing a good working and personable relationship.

TIP: Say, "I don't like to be inter- rupted when...."

For example, tell your administrative support professional that you don't like to be interrupted by her when your door is closed fully. That can be your silent signal to each other.

Or say: "I don't like to be interrupted every hour. Make a list of your routine (non-emergency) items or questions for me and we'll discuss them in 10 minute meetings in the morning, at lunch and right before closing time."

Another option is she could e-mail you with every accumulation of five questions, items or messages throughout the day. You will both get

more work done if you discuss and set expectations for handling potential interruptions.

Get Your 87 Tips Now

This publication is full of ideas to help you develop a partnership and smooth work processes with your new or current administrative professional. Categories covered include:

- Discuss various expectations upfront, constantly and then again ongoing.
- Communicate effectively and often.
- Agree on procedures and systems.
- Make your administrative professional comfortable, literally.
- Provide the best tools.
- Provide ongoing training opportunities.
- Set an example for other staff.
- Respect your administrative professional.
- Keep your administrative professional in the loop.
- Treat your administrative support person as an office professional.
- Utilize your administrative professional's skills to the utmost.

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