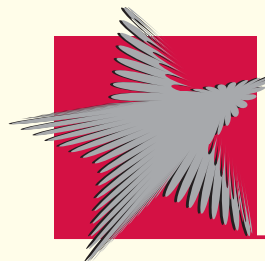


**Office Dynamics'**  
**Catalog of**  
**Star Performance**  
**Programs**

Presented by Joan Burge  
and Office Dynamics' Certified Trainers

- ★ Training & Development
- ★ Speaking Engagements
- ★ Learning & Enrichment

JOAN  
**Burge**



**OFFICE**  
**DYNAMICS**

*Promoting Workplace Excellence  
Through Star Performance!*

**800-STAR-139 ★ OfficeDynamics.com**

**W**ith so many trainers and speakers to choose from, you want to be sure you're selecting the very best for your event – experts with a proven track record of success and, of course, rave reviews for performance.

**That's why you'll want to enlist Joan Burge and the talented staff of Office Dynamics!**

Our highly acclaimed programs – designed by Joan herself – have benefited some of the world's most prestigious businesses and organizations, including Boeing, Caterpillar, Cisco Systems, Humana, Children's Hospital of Philadelphia, University of Pennsylvania, and more.

And every program promotes Joan's Star Performance™ message – inspiring people to push past their comfort zones and achieve even greater success in their professional and personal lives.

**TRAIN WITH THE BEST!**

As you review our catalog of *Star Performance Programs*, please note:

- We offer even more options – as well as flexible rates, depending on your needs
- Our programs are highly adaptable and can suit up to five different employee groups or audiences, called “tracks.” Use the corresponding color keys on each page and within listings to find programs of interest to you quickly and easily!
- Certain programs are eligible for CEUs or Certificates of Completion. Ask us!
- Questions? Contact us today to learn how we can help take your training to the next level!

**Achieving 'Stardom' At Work & In Your Career**

**Track:** **A** **M** **S** **W** ★ Length: 2 Hours  
Here's a high-impact, motivational workshop designed to help employees “reach for the stars” – adding even more value to the workplace and their career potential. Attendees will:

- Set high, yet realistic goals for performance improvement.
- Identify skills that contribute to the bottom line, boosting career advancement.
- Learn how professional excellence is the best form of self-promotion.
- Motivate themselves to strive for their own “stardom.”

**Admin Groups: Best Ways To Foster Teamwork Among Today's Top Assistants**

**Track:** **A** ★ Length: 1.5 Hours  
Assistants who form teams typically achieve far more for employers than if they worked separately. Reason? Synergy – the ability to see the “big picture” and accomplish even more by working together.

Attendees will:

- Focus on the power of teamwork, using real case studies of top administrative teams and their impressive accomplishments.
- Appreciate and encourage “Star Performing” qualities in themselves and their peers.
- Examine the essentials of effective teamwork and today's critical communication skills.
- Learn the value of mentoring – and of working as a group toward common goals.

**Administrative Excellence: 6 Must-Have Skills For Today's 'Inner Circle' Assistants**

**Track:** **A** ★ Length: 1 Hour  
Advanced management-related skills – especially those requiring forethought and keen insight – are quickly becoming “must-have” job requirements at every administrative level! In this interactive program, attendees will:

- Discover ways to earn an indispensable, “Inner Circle” status among managers and peers.
- Learn the new “12 Core Competencies” critical to administrative excellence and effectiveness.
- Focus on the top 6 skills that can help them achieve even greater career success.
- Get real-life best practices that'll reinforce their invaluable contributions in the workplace.

**Advanced Communication Skills For Today's Top Managers**

**Track:** **M** ★ Length: 1 Day  
The best managers use top-notch communication skills to motivate employees – getting them to contribute even more to the workplace and the bottom line. In this workshop, attendees will learn how to:

- Turn feedback from a negative to a positive.
- Limit behaviors and actions that can hamper productivity.
- Connect with staff in ways that really make a difference.
- Use the concept of “cooperative conflict” to manage challenging situations with greater ease – achieving win-win resolutions that boost trust, loyalty and team spirit.

**Assistants & Managers Working In Partnership™**

**Track:** **A** **M** ★ Length: 1 Day  
What does it take for assistants and managers to transform their “team” into a genuine partnership that achieves far more in less time and promotes greater success for shared goals, and careers, in the long run? In this eye-opening, practical workshop, assistants and managers will:

- Examine and begin modeling the behaviors of today's most successful work partnerships.
- Review “The Partnership Pyramid” – communication, perceptions and teamwork – and explore ways to boost effectiveness.
- Study the characteristics of “leaders” vs. “managers” – and use the best of these traits to bolster productivity.
- Draft a “team action plan” that, together, they can put into practice immediately.

**Becoming An 'Inner Circle' Assistant: 12 Skills Critical To Administrative Success**

**Track:** **A** ★ Length: 2 Hours  
What's the best way to stay on the cutting edge of administrative excellence? The truth is, there's no one way! It takes competency in 12 critical skill sets – and a commitment to using them on a daily basis. Attendees will:

- Explore ways to earn an indispensable, “Inner Circle” status among managers and peers.
- Get real-life best practices that'll reinforce their invaluable contributions to the workplace.
- Hear proven, yet little-practiced techniques to achieve even greater career success.
- Try out different skills that can immediately impact administrative excellence.

**Boosting Effectiveness Through Better Time Management**

**Track:** **M** ★ Length: 2 Hours  
Whether overseeing people or projects, today's managers need to make every minute count to be successful in their critical roles:

- Learn proven techniques for delegating work to others.
- Discover how to match assignments with people's skills and abilities.
- Get relationship-building techniques that can boost success.
- Explore what kind of tasks should – and shouldn't – be delegated.
- Discuss common obstacles to delegating work well – and how to overcome them.

**Communicating With Style, In Style**

**Track:** **A** **M** **S** **W** ★ Length: 2 Hours  
Even the best communicators benefit from this course on critical communication skills for maximizing teamwork, productivity and workplace effectiveness! Attendees will:

- Discover ways to establish “common ground” when communicating with others, especially in challenging situations.
- Tap into people's preferred communication styles for instant rapport and better team-building results.
- Learn proven persuasion and negotiating tactics to influence positive change.
- Explore ways to strengthen work relationships so everyone's most effective.

**WE'RE THE ADMINISTRATIVE EXPERTS!**  
Looking for the perfect administrative-related program? We've listed our most popular topics within these pages – but not all!

**In fact, we offer so many specialized programs for assistants and other support personnel, we can't possibly include them all here.**

So, whether you're looking for an hour-long event or something more substantial – like our exclusive tri-level, 12-part training program, *Star Achievement*® – we can meet your needs!

Call us at **800-STAR-139** or visit us at **OfficeDynamics.com/Star!**

**Communicating Effectively For Results-Oriented Teamwork**

**Track:** **A** **M** **S** ★ Length: 2 Hours  
Invaluable and effective! Learn the top communication techniques that managers and employees can use to build even stronger, more effective work relationships. Attendees will learn to:

- Understand the scope of managers' work.
- Clarify assignments, goals and expectations.
- Tailor communication styles to people's personalities.
- Explore common causes of miscommunication and ways to combat them.
- Project a professional image that commands respect.

**Creative Problem-Solving Techniques For Career Success**

**Track:** **A** **M** **S** ★ Length: 2 Hours  
How can you turn “problems” into “challenges” that people want to solve? This attitude-adjusting workshop can help! Attendees learn to:

- Zero in on potential problems ASAP – and find tactical ways to share their observations with others.
- Take ownership in searching for the best solutions to workplace challenges.
- Adopt three key steps to successful problem-solving.
- Practice different techniques that can yield even better solutions in the shortest period of time.



**Dynamic Course Development: A Workshop For Trainers**

Track: **TD** ★ Length: 1 Day  
 Everything an in-house trainer needs to know to create an engaging, enlightening program with lasting impact! Attendees learn to:

- Create a program from scratch – from beginning to end.
- Choose a presentation style that matches the program's purposes.
- Use creativity, props and effective speaking skills to keep the attention and continuing interest of an audience.
- Reinforce key learning points – so audiences know the take-away message.

**Dynamics Of Successful 'Star Teams'**

Track: **AS** ★ Length: 1 Day  
 It's a fact: Certain teams "click," while others don't. What's the difference between them, and how can a team be sure to stay on the right track for even greater long-term effectiveness? In this program, attendees will:

- Identify the traits shared by top team players.
- Learn the four stages of team growth that lead to outstanding performance.
- Gain proven ways to overcome some of today's most common team problems.
- Discover how to maximize individual team members' talents – and value their differences as assets instead of liabilities.

**Earning 'Star' Status – And Your Rightful Place On The Executive Team**

Track: **AS** ★ Length: 2 Hours  
 What's the best way today's assistants can prove their worth – earning the recognition and rewards they deserve for outstanding efforts? And how can they best use the skills, talents, resources and information at their disposal to influence executive decisions and boost the bottom line? In this "Star Achieving" seminar, attendees will:

- Explore new opportunities to support key executives – and promote their skills and career potential in the process.
- Discover the most effective ways to "market" their many workplace contributions to higher-ups and employers.
- Find out which all-too-common, yet highly outdated work practices can hinder career success.
- Learn advanced, yet easy, communication and goal-setting techniques.

**Eggs & Attitudes™**

Track: **AMIS** ★ Length: 2 Hours  
 Our top-selling session! An enlightening, entertaining program on the benefits of maintaining a positive, productive attitude in the workplace:

- Explore the delicacy of attitudes – and why protecting and projecting a positive attitude is the best way to stay successful.
- Discuss common scenarios that can influence attitude in the workplace.
- Learn to keep "outside," negative influences at bay.
- Focus on work – and keep personal issues in check.

**Engaging Your Audience: Proven Techniques For Success**

Track: **TD** ★ Length: 1 Hour  
 Perfect for in-house trainers and speakers, this session highlights the many ways to engage an audience and boost learning comprehension through interactive, fun techniques and props:

- Involve the audience right from the start.
- Pace presentations for the greatest impact.
- Use props and role-playing to reinforce learning.
- Find out where to get great tools to help make presentations even more effective.



**'STAR PERFORMANCE' SERIES!**

Make the ultimate investment in your staff – with our comprehensive Star Performance™ programs designed for administrative professionals and management teams. We train on-site or will certify an instructor of your choice. Ask for details!

- **Star Achievement Series®** – The first and only tri-level, 12-part training program specifically for administrative and support personnel. A training staple for some of the world's best known businesses since 1990!
- **Star Manager Series™** – New! Modeled as a companion to Star Achievement, this innovative program is geared entirely to promoting exceptional management skills for success.

Or explore the benefits of either program with **Star Samplers™** – Try three of our most popular 2-hour Star-related programs:

- **Eggs & Attitudes™**
- **Fighting Office Dragons™**
- **Communicating With Style, In Style For Career Success**
- **Thriving On Change Through Goal Setting**

**For details, visit [OfficeDynamics.com/Star](http://OfficeDynamics.com/Star) – or call 800-STAR-139!**

**Everyday Etiquette: Skills That Boost Performance And The Bottom Line**

Track: **AMIS** ★ Length: 4 Hours  
 Keep "business casual" mindsets from eroding the high professional standards that boost job performance and the bottom line! In this forthright, practical seminar, attendees will:

- Learn timeless office manners that bolster credibility and earn even greater respect from internal and external clients.
- Review standard etiquette pointers for common workplace scenarios.
- Discuss real-life interpersonal dilemmas – and the best ways to address them.
- Boost confidence in handling challenging situations and people.

**Fighting 'Office Dragons'™: Expert Conflict Management Skills For Everyone**

Track: **AMIS** ★ Length: 2 Hours  
 Conflicts happen in the workplace – but they can be a force for positive change and growth instead of a detriment! In this exceptional and entertaining session, attendees will:

- Examine their "dragons" – the true causes behind 99% of all conflicts – and explore the best ways to manage them.
- Clarify the value of diverse viewpoints and "cooperative conflict" in achieving mutually agreeable solutions.
- Embrace a win-win mentality that solves problems more quickly with even better results.
- Learn constructive ways to confront conflicts and achieve consensus within teams.



**HR Excellence: Streamlining Staff And Resources**

Track: **MD** ★ Length: 1 Hour  
 Exclusively for HR managers and professionals! Gain insight into the top team-building techniques that allow the best HR staffs to provide outstanding service to today's employers. Attendees will:

- Understand what constitutes "high performance" for an HR staff.
- Adopt 12 strategies for success in creating a highly efficient HR department.
- Review common communication styles – identifying their own styles and learning how to adapt them to different people and personalities.
- Clarify ways to work even better as a team.

**In Pursuit Of 'Star Performance': Seeking Your Professional Best**

Track: **ASW** ★ Length: 1 Day  
 Our most powerful presentation on self-management and effective stress reduction! Attendees will understand how to:

- Accept responsibility for their actions and attitudes.
- Acknowledge areas in their work and life they can and can't control – and determine the best ways to approach both.
- Practice 5 stress-reducing traits of today's most successful (and satisfied) employees.
- Overcome fear and negative perceptions to create the most positive, productive work relationships.

**From Chaos To Control™: Productivity Boosters That Work**

Track: **AMIS** ★ Length: 2 Hours  
 This program's knockout for anyone needing a little help with prioritizing and organizing work, or performing duties as efficiently as possible! In this eye-opening, practical session, attendees will:

- Learn best practices for managing time and organizing workspaces.
- Identify today's top "time robbers," and find out how to curb them.
- Reduce or eliminate counter-productive work habits.
- Set effective deadlines that accomplish goals with less stress.
- Manage conflicting priorities so work stays focused on the bottom line.



### Life Management: Juggling Work, Home & Your Personal Life

Track: **A M S W**

★ Length: 1.5 to 2 Hours  
Forget “work/life balance!” To enjoy even greater satisfaction, today’s goal is to juggle as many priorities as possible – integrating everything into a single life that’s more productive and meaningful as a result.

- Work smarter, not harder – keeping morale and job effectiveness high as a result.
- Stay even more focused on the tasks critical to performance.
- Boost self-motivation for greater achievement and satisfaction.
- Rely on multiple “life assets” – everything from co-workers and supervisors to family and friends – to enrich professional and personal experiences, and help advance career potential.



### Partnering With Management: Must-Have Communication Skills For Every Workplace

Track: **A S** ★ Length: 2 Hours

How can employees build even stronger, more effective partnerships with management? This advanced session can help! Attendees will:

- Explore best ways to communicate with different types of managers.
- Discover how to establish “common ground” with management to promote greater understanding from the start.
- Accept constructive feedback with a positive attitude, and use it to improve performance.

### Pride & Professionalism: In Pursuit Of Administrative Excellence

Track: **A S** ★ Length: 2 Hours

Today’s administrative professionals need to know their work is “more than a job.” It’s now a bona fide profession – one with an increasingly important impact on the workplace and definite career-advancement potential! In this session, attendees will:

- Explore the responsibilities, expectations and benefits of serving in this vital role.
- See the value of generating pride for their profession – among themselves, their peers, management and others.
- Motivate themselves to achieve higher-level work and seek continuing-education opportunities in the pursuit of excellence.
- Learn top ways to promote the best professional image for administrative workers among non-secretarial staff.

### Quality Begins With You: Promoting Managerial Excellence

Track: **M** ★ Length: 1 Day

Today’s top managers use specific leadership skills to boost team performance and get even better results in the workplace. Designed for enterprising managers, this workshop will:

- Define the meaning of “quality” – and discuss how good leaders promote it.
- Explore which standards of excellence are most likely to impact the bottom line.
- Discuss ways to manage poor performers and underachievers for the benefit of the entire team.
- Create an action plan establishing even higher (yet reasonable) standards of success – and brainstorm how to implement them.

### ‘Star Teams’: Creating And Managing Groups of A-List Performers

Track: **M** ★ Length: 1 Day

Perfect for managers or executives committed to helping employee teams achieve their very best – and “go for the gold!” Attendees will:

- Acquire the latest, most effective skills for cohesive team-building.
- Learn how to build diverse teams that generate even better ideas and top-notch results.
- Embrace best practices for clarifying expectations and addressing shortcomings.
- Motivate employees to excel by assigning tasks that promote their talents.

### Stellar Telephone Skills For Today’s Enterprising Professionals

Track: **A S**

★ Length: 2 Hours

Boost your public image, professionalism and the bottom line with outstanding telephone skills! Attendees will go beyond the basics to:

- Learn best ways to greet callers – making each one feel exceptional valued.
- Hone note-taking and listening skills critical to providing excellent customer service.
- Manage difficult people and challenging situations with grace and tact.
- Discuss current telephone safety and security issues – and today’s must-have gatekeeping techniques.

### Self-Management Vs. Stress Management

Track: **A M S W**

★ Length: 1.5 Hours

“Stress management” is an outdated concept. What today’s high achievers want and need are techniques for “self-management!” In this enlightening program, attendees will:

- Identify events and situations in their lives that can create stress.
- Learn to recognize and heed important “stress indicators.”
- Explore best practices to manage themselves and their lives so stress is countered productively and effectively.
- Consciously change their thinking and behaviors to minimize or eliminate negative, success-minimizing influences.



### Success Is 90% Attitude!

Track: **A M S**

★ Length: 1 Hour

Motivate people to achieve their professional and personal best with one of Office Dynamics’ most popular performance-boosting programs!

- Reinforce how attitude is a conscious choice – one that can be changed for the better at any time.
- Learn how to confront and manage attitudes in the face of challenging people and situations.
- Find out why “motivation is an inside job” – and how to switch from negative to positive thinking patterns.
- Use attitude-improving techniques to reduce mistakes, frustration, stress and costly rework.

### Taking Customer Service From Good To Great

Track: **A M S**

★ Length: 1 Day

How can customer service go from good to great – creating even more satisfied clients and boosting the bottom line? The key is knowing the advanced skills that make the difference. In this comprehensive program, attendees will:

- Clarify who their customers are – gaining a better appreciation for their perceptions, expectations and unique needs in the process.
- Examine different kinds of customer service – what works and what doesn’t – from their own personal experiences.
- Learn how to handle upset and angry customers tactfully, resolving problems even more quickly.
- Understand how communication styles can be tailored to people’s personalities so that “bad news” or difficult situations are managed with even better results.

TOP  
SELLER!**Thriving On Change**  
(*Riding The Wave Of Change*)Track: **A M S TD W**

★ Length: 1.5 Hours

Use this popular program to take the “pain” out of change – and create support and excitement for the opportunities it presents! Attendees will:

- Learn how certain attitudes and beliefs can reduce the stress associated with change.
- Review 10 steps for thriving on change (not just surviving it).
- Define change in terms of what they can and can't control.
- Understand positive ways to express concerns – focusing on proactive solutions to problems instead of counterproductive negativity.

**Top-Notch Techniques For Taking Meeting Minutes**Track: **A S** ★ Length: 1 Day

Great as a training workshop for new staff members – or as a refresher for seasoned professionals! Attendees learn the best practices for accurately and effectively recording meetings and similar events:

- Review what's expected of support professionals in today's fast-paced, high-energy meetings.
- Explore how certain “pre-meeting” techniques can help communicate content and action items ASAP at the meeting's conclusion.
- Capture the right information by honing outstanding listening skills.
- Get details on drafting, correcting and distributing meeting minutes effectively and with precision.

**You Make The Difference!**Track: **M** ★ Length: 3.5 Hours

A high-impact, high-energy program just for managers and executives that hones the skills needed to generate top performance from employees! Attendees will:

- Gain invaluable insight on motivating staff, maintaining their trust and boosting productivity.
- Explore the benefits of “cooperative conflict” – as well as best ways to overcome common group problems.
- Discover strategies for creating win-win solutions from challenging situations.
- Learn how to communicate well with different personalities.

TOP  
SELLER!An  
**OFFICE DYNAMICS**  
Exclusive!**'WORKPLACE MAKEOVER':  
CREATING A UNIFIED VISION OF SUCCESS**

Use this 3-part program to help managers and employees boost teamwork, productivity and results. Or choose any as a “stand alone” program!

**PART 1:****Making A Difference:  
Going Above And Beyond**Track: **M** ★ Length: 2 Days

Motivate managers to even greater heights! In this comprehensive, detailed workshop, attendees learn how to:

- Break through outdated modes of thinking so management and employees work even better together.
- Ride the wave of change – encouraging people to embrace it, rather than fight it.
- Use 12 techniques for sharing feedback that's constructive and acknowledged by employees.
- Establish camaraderie, expectations and communication standards that boost teamwork and group effectiveness.

**PART 2:****Powerful Self-Management Skills: Promoting Personal Responsibility In The Workplace**Track: **A S** ★ Length: 2 Days

Change employees' perceptions of leadership and proactive problem-solving – and help them want to “own” both traits to contribute more in the workplace and advance their careers!

In this motivational workshop, attendees will:

- Learn the power of positive thinking – exploring ways to limit negativity for greater effectiveness and job satisfaction.
- Take ownership of problems instead of expecting leaders to handle them.
- Tap their creative energies to resolve challenging situations.
- Acknowledge management's viewpoints – and discuss ways to achieve consensus.

**PART 3:****Common Ground: Building Bridges Between Management And Employees**Track: **A M S** ★ Length: 2 Days

Bring managers and employees together to foster a spirit of cooperation – and to promote an even better understanding of their common goals and how to achieve them! Attendees will:

- Identify strengths and areas of improvement for building rapport and meeting higher standards of success.
- Explore how diverse viewpoints strengthen multi-level, multi-functional teams.
- Discuss acceptable and unacceptable behaviors and actions in the workplace.
- Create a cohesive, combined plan for working together most effectively.

PROGRAM TRACKS - Color Key **A** – Administrative Professionals (Assistants, Executive Assistants, Clerks)**M** – Management (Executives, Supervisors, Executive-Level Assistants) **S** – Support Staff (Customer Service, Sales, IT)**TD** – Training & Development (Speakers, HR) **W** – Women

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