



Administrative Professionals Program Application Packet

Deadline: Monday, November 6, 2023 @ 5:00 pm

Program Overview

The role of the administrative professional has evolved greatly in recent years. Administrative professionals have a wide range of responsibilities that go beyond answering the phone and handling the clerical details of the office. Many administrative professionals manage projects and coordinate the daily operations of their departments.

The goals of the Administrative Professionals Program are to:

- Enhance those skills that support employee development as well as Emory's strategic vision.
- Develop new skills that meet the demands of successful office management.

Eligible Candidates

Any full-time employee of Emory University in an administrative role (e.g., Administrative Assistant, Program Coordinator, Secretary, etc.).

Program Curriculum

Selected participants will attend sessions that focus on the following objectives:

- **Organizational Knowledge:** To gain knowledge about university policies and systems.
- **Competency Building and Strengthening:** To develop and refine skills that are key to their ability to perform their current jobs.
- **Promote Self-Awareness:** To promote awareness of one's own personality, values, work styles, and strengths.
- **Professional Development:** To provide skills that enhance job performance and personal growth.

Program Design

This program is designed to allow participants to develop and enhance skills within a cohort group of up to 25 participants representing different departments across the university. The cohort design allows participants to interact with their colleagues from across the university. It is the goal of the program to create a community of learning where participants can build professional relationships and make a meaningful contribution to their careers. Lastly, participants will also be required to complete, in conjunction with their supervisor, a process improvement project. They will present their project and ideas for process improvement on the last day of class.

Participant Selection

All applicants will be notified via email by **Friday, December 8, 2023**, regarding the status of their application. Participants will be selected based on their stated goals, departmental representation, and supervisor's recommendation. Candidates are required to reserve the dates listed on the Program-at-a-Glance (see page 5) in anticipation of their acceptance to the program.

Supervisors are encouraged to reserve Tuesday, January 16, 2024, for the Supervisor's Orientation from 10:00 am—12:00 pm via Zoom (Zoom details will be provided after acceptance).

Program Cost: The cost for the department for each participant is **\$800**.

Participation Guidelines

The purpose of Learning and Organizational Development programs is to provide participants with an opportunity for growth and development. Given the investment of time and resources, it is important that participants are committed to attending all the program sessions.

Attendance is mandatory

The Program-at-a-Glance is provided in this application packet. Interested candidates should plan regular work-related commitments, professional conferences, and vacations in advance so that they do not conflict with program dates. If a participant misses a class, the program coordinator will contact the participant, their supervisor, and the Director of Learning and Development. **Participants are NOT allowed to miss the first kickoff session. If the participant is unable to attend the kickoff session, their enrollment will be deferred to the next cohort.**

Extenuating Circumstances

In the event of illness, loss of a loved one, or unexpected workplace emergency, the participant will inform the program coordinator that she or he will not be able to attend the session. The program coordinator will assist the participant in making up the session, which may include attending an upcoming session.

Inclement Weather

In the event of inclement weather, participants should follow the university guidelines for closings and delays. Safety is paramount and should a class need to be rescheduled, we will seek your support in adjusting calendars.

Unexcused Absences

Examples of unexcused absences include meetings, vendor meetings, conference calls, conference attendance, or vacation days. The participant will be responsible for making up the session. If available, the participant may attend another upcoming session. The participant's department will be responsible for any additional fees associated with the makeup class.

If a participant misses **one class** and has not made up the class prior to the published graduation date for that cohort group, the participant will be allowed to join the next available cohort and graduate with the new cohort group. Program fees will not be refunded as course materials are acquired in advance.

Graduation Requirements

Participants will be eligible for graduation in **2024** by completing the following requirements:

1. Attendance in classes
2. Submission of an APP Capstone Project Plan
3. Presenting their completed Capstone Project on **Tuesday, August 6, 2024.**

If the participant is unable to meet these requirements, they will be invited to participate in the next graduation ceremony once all requirements are met.

Program-at-a-Glance

2024 Administrative Professionals Program

Once selected, attendance will be required. Please review the following dates prior to submitting your application to ensure your availability. Except for graduation, all sessions will take place in the Learning & Organizational Development classroom located at 1599 Clifton Road, 1st Floor, Room 1.432. Please note that the topics are subject to change.

COURSE / EVENT	DATE	TIME
Application Deadline	Monday, November 6, 2023	5:00 pm
Participation Notification via Email	Friday, December 8, 2023	5:00 pm
Supervisor's Orientation (participant's immediate supervisor only) Via Zoom (<i>zoom details will be provided after acceptance</i>)	Tuesday, January 16, 2024	10:00 am - 12:00 pm
1. Program Kickoff & DiSC – Understanding Self & Others	Tuesday, January 23, 2024	9:00 am - 3:00 pm
2. Project Management	Tuesday, February 6, 2024	9:00 am - 1:00 pm
3. Self-Leadership	Tuesday, February 20, 2024	9:00 am - 1:00 pm
4. Communicating with Impact **Virtual	Tuesday, March 19, 2024	9:00 am - 1:00 pm
5. Better Business Writing **Virtual	Tuesday, April 9, 2024	9:00 am - 1:00 pm
6. Crucial Conversations Day 1	Tuesday, April 23, 2024	9:00 am - 5:00 pm
7. Crucial Conversations Day 2	Tuesday, May 7, 2024	9:00 am - 5:00 pm
8. Virtual: Maximizing Administrative Excellence **Virtual & Business of Higher Education	Tuesday, May 21, 2024	9:00 am - 1:00 pm
9. Diversity & Inclusion	Tuesday, June 4, 2024	9:00 am - 5:00 pm
Civil Treatment in the Workplace for Employees	Online Session Must be taken no later than 6/14/24	
10. Fantastic Service Behaviors	Tuesday, June 25, 2024	9:00 am - 1:00 pm
11. Presentation Skills	Tuesday, July 9, 2024	9:00 am - 5:00 pm
12. Capstone Project Presentation	Tuesday, August 6, 2024	9:00 am - 5:00 pm
Graduation	September 2024	TBD

ADMINISTRATIVE PROFESSIONALS PROGRAM APPLICATION

Application Due: Monday, November 6, 2023 @ 5:00 pm

Please make sure all fields are completed before submission.

I. PERSONAL INFORMATION

NAME:

EMPLOYEE ID:

TITLE:

DIVISION/DEPARTMENT:

SPEEDTYPE # (ALL 10 DIGITS):

CAMPUS ADDRESS:

PHONE:

FAX:

EMAIL:

NAME OF IMMEDIATE SUPERVISOR/TITLE:

II. RÉSUMÉ

PLEASE ATTACH A CURRENT RÉSUMÉ.

III. ESSAY QUESTIONS

PLEASE SUBMIT UP TO TWO PAGES WITH YOUR RESPONSES TO THE FOLLOWING QUESTIONS:

1. How do you think the Administrative Professionals Program will benefit you?
2. Why do you consider yourself an ideal candidate for this program?
3. What are your career goals for the next five years? How will this program assist you in reaching your goals?
4. Please provide any additional information regarding your interest in the program.

IV. ESSAY RESPONSES

IV. ESSAY RESPONSES (CONTINUED)

SUPERVISOR RECOMMENDATION FORM

Application Due: Monday, November 6, 2023 @ 5:00 pm

The **Administrative Professionals Program** is aimed at the professional and personal development of administrative professionals in the university. Courses offered as part of this program are designed to impart new skills, improve existing skills, build competencies and support overall improved performance. Once they are accepted into the program, participants are required to attend all the classes with their cohort. As such, it requires commitment from each participant and from their supervisors.

Letter of Support

The supervisor must submit a letter of support. In an attachment, please provide a statement of support for your employee's admission into the program. Some questions to consider include: Why do you think this person is an ideal candidate for this program? How would this individual benefit from this experience? How will your department benefit from this person's participation?

Supervisor Orientation

Sponsors/Supervisors are expected to attend the **Supervisor's Orientation on Tuesday, January 16, 2024, from 10:00 am-12:00 pm**. During the Orientation, supervisors will learn about the program expectations including the Capstone Project and attendance requirements. They will also meet the Learning & OD Team. Although some of this program will be funded centrally, **there will be a non-refundable \$800 charged back to the department**.

Supervisor Commitment

Please read the following, and sign and date below to indicate your agreement.

- I understand that the participant's commitment to the program includes instructor-led classes and additional time that may be required to complete any course-related work such as completing a self-assessment and/or pre-work.
- I will support this person in meeting all the program requirements. I will attend the Supervisor's Orientation and I understand that my department will be charged a non-refundable **\$800** program fee.
- I will provide guidance in the completion of the Process Improvement Project and allow time to complete it.
- I understand that the participant's continued enrollment in the program will be based on attendance at every scheduled course and that I will be informed of any missed sessions.

My signature below indicates that I have read the program dates, course policies, and timetable for the program, and support my employee's participation in the Administrative Professionals Program. I am committed to his/her professional development and training, and I will support his/her attendance with paid time away to fully participate in this program.

Print Name

Supervisor's Signature

Date

Supervisor's Email: _____

Application Submission

APPLICATION DEADLINE: Monday, November 6, 2023 @ 5:00 pm

Check the boxes below to confirm you understand the following:

I have read the program overview and understand that the cost of this program is \$800 and is non-refundable.

I have reviewed the program dates and ensured my ability to attend each session before applying to the program.

Before submitting your application, please confirm that you have:

Filled out the entire application, including essay responses

A current resume **ready to attach**

Received a letter of support from your supervisor and have it **ready to attach**

Email this application, your resume, and letter of support to learningprograms@emory.edu

For questions and inquiries, contact:

Neffertiti Harwell, Manager, Learning & Development,
Human Resources Division, Learning & Organizational Development,
Phone: 404-727-7367; Email: neffertiti.harwell@emory.edu

Learning & Organizational Development

HR's **Learning & Organizational Development Department** fulfills the mission of Emory University by offering a variety of learning opportunities including general enrollment courses, customized workshops, performance consulting and facilitation services. While most courses are specifically targeted to university staff and faculty, employees of Emory Healthcare are invited to participate in those classes that meet their personal and professional development needs.

The following programs and services are available:

General Enrollment Courses

Performance Consulting Services

- Leadership & Behavior Assessments
- Retreat Design and Facilitation
- Team Building Design and Facilitation
- Customized Training

Programs

- Excellence Through Leadership
- Emerging Leaders at Emory Program
- New Leader Orientation
- Essentials of Leadership at Emory
- Administrative Professionals Program
- Aspiring Leaders at Emory Program
- Mentor Emory Program

