BUSINESS AND ADMINISTRATIVE SKILLS

Enhance Your Workforce, Advance Your Career.

To be a key contributor in your organization, you need well-developed communication and professional skills. Graduate School USA offers a curriculum designed to help you develop and expand your abilities.

Business and Administrative Skills courses explore all facets of office life: enhancing customer service; managing multiple tasks; building workplace relationships; dealing with stress; handling budgets and paperwork; running meetings; and delegating effectively.

The Graduate School USA Difference

Graduate School USA provides a stimulating environment for a community of learners who value networking and sharing experiences, while developing the skills and knowledge that will help them improve agency productivity, as well as enhance their careers.

Committed to supporting our clients with practical, real-life applications that assist them in doing their jobs, we deliver the training solutions that only a valued partner with 95 years of federal government experience can provide. We take pride in creating dynamic training programs with only the most experienced instructors, who understand how to help you achieve individual and organizational success. Your success really is our mission!
### BUSINESS AND ADMINISTRATIVE SKILLS COURSES

**Foundation Courses**
- Customer Service Excellence (ADMB7003D)
- Increasing Personal Effectiveness (COMM7027D)
- Managing Multiple Priorities (ADMB7007D)
- Office Management (ADMB7009D)
- Time Management (ADMB7028D)

**Advanced Courses**
- Administrative Officers Workshop (ADMB7000D)
- Effective Meetings (ADMB8006D)
- Informal Rulemaking — How to Make It Work (PGMT7510D)
- Leadership Skills for Non-Supervisors (ADMB7006D)

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**This Core Competencies chart is designed to help you in your training decision making.**

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For more information on our Administration Skills programs, [graduateschool.edu/cps](http://graduateschool.edu/cps)