We have seen a true cultural shift as a result of the curriculum and training from the Star Achievement Series® — managers are encouraging assistants to pursue this training and it has become part of the DNA of our culture.

—Debbie Gross
Chief Executive Administrator, Cisco Systems
What Is The Star Achievement Series®?

Far more than just another training program, the Star Achievement Series® is an intense, transformative certification program for administrative professionals. This rigorous curriculum-based series is presented in three progressively more challenging levels.

Level I

BE A STAR ACHIEVER™ (ATTITUDE)
- Fighting Office Dragons
- Overcoming Intimidation
- Leveraging Criticism
- Transcending Challenging Personality Styles
- Maintaining A Star Attitude

STAR-ACHIEVING TECHNIQUES™ (SKILL)
- Star Achievement: A Mindset For Stellar Performance
- Foundation Skills: Platform To Success
- Strengthening Communication Skills
- Be Results-Driven
- Perpetual Skill Enhancement

BUILDING A STAR PARTNERSHIP™ (TEAMWORK)
- Creating A Star Partnership
- Communicating With Your Leader
- Enabling Your Leader’s Success
- Interpersonal Skills Give You The Edge
- Resolving Team Problems

REACHING STARDOM™ (STRATEGY)
- Actualizing Your Professional Goals
- Cultivating Business Relationships
- Showcasing Your Talents
- Perceptions And Power: Your Professional Presence

Level II

BE A SHINING STAR™ (ATTITUDE)
- Learning Self-Management
- Letting Off Steam Without Burning Others
- Creating Positive Self-Esteem
- Ingredients Of A Healthy Work Spirit
- The 5 Pillars: Lead Boldly, Live BIG

GIVE A STELLAR PERFORMANCE™ (SKILL)
- Developing Personal Presentation Skills
- Communicate Assertively
- The Power Of Persuasion
- Be Solution-Driven
- Creativity: A Catalyst To Success

STELLAR COLLABORATOR™ (TEAMWORK)
- Beyond A Team Of Two
- Value Diversity
- Motivating Non-Team Members
- The Power Of Collaboration
- Disagreeing With Tact And Diplomacy

FUTURE-FOCUSED STAR PERFORMER™ (STRATEGY)
- Driving Forces Shaping Tomorrow
- Harness The Power Of Change
- Keeping Yourself On The Road To Success
- Living Through Leadership

Level III

Learning Format & Resources

Star Achievement Series® is presented in three progressively advancing levels containing four modules each. Each module is a full day of enriched, interactive training.

Level I: 2.4 CEUs  |  Level II: 2.4 CEUs  |  Level III: 2.4 CEUs

Training goes beyond traditional lecture format to include high-energy collaboration exercises, group discussion, timed activities, presentations, individual workbook assignments and more.

Every participant receives an activity-rich, interactive workbook for every module, for a total of 12 high-quality, up-to-date volumes.
containing four modules each. The content and competencies covered in the program are philosophy-based and aligned around four key areas: Attitude, Skill, Teamwork, and Strategy. The Star philosophy sets a high bar for personal accountability, career ownership, positive cultural change, behavioral awareness, and workplace professionalism. The program transforms potential talent into demonstrable competence, and is known for its “ripple effects” in improving organizational performance well beyond the individuals who attend.

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**Level III**

**STAR-ACHIEVING ATTITUDE™ (ATTITUDE)**
- Self-Management As An Attitude
- Managing The Flow Of Energy
- Developing a Diplomatically-Assertive Attitude
- Maintaining Peace And Harmony In The Workplace

**BE A STELLAR AMBASSADOR™ (SKILL)**
- Interpersonal Communication In The Workplace
- Communication Crisis: Building Rapport
- Attentive Listening Skills
- Creative Thinking And Problem Solving

**COACHING A STAR TEAM™ (TEAMWORK)**
- Teamwork: A Union Of Talents
- Stepping Up To Managerial Responsibilities
- Leading Team Or Staff Meetings
- Encouraging, Challenging And Coaching Staff

**MASTERING A STELLAR CAREER™ (STRATEGY)**
- Breaking Self-Limiting Barriers
- The Artful Orchestration Of Your Career
- Engage In Your Development Plan

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**Star Achievers are committed to change**, and they think of their organization not just as a department spending a budget, but rather as a business earning a profit.

— Joan Burge
Founder & CEO of Office Dynamics

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**Reinforcement Between Levels**

Interim assignments and educational resources continue the growth and change sparked by each level. In addition to the learning prompts included in each of the 12 workbooks, we offer interim support including videos, email motivation, blog articles, and an online educational library.

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**Earn CEAP Designation**

After completing Level I and Level II, candidates become eligible to apply for the Certified Executive Administrative Professional designation, or CEAP. In addition to completing the levels and demonstrating competencies in class, candidates must:

- Complete application materials confirming the candidate is applying skills in the workplace.
- Obtain a letter of recommendation from their leader affirming skills and behavioral changes.
Bring Star To Your Team

When you make the Star Achievement Series® part of your organization, you’re making a smart, long-term investment in transforming company culture and optimizing for high performance.

This is the only comprehensive training and certification program of its kind based on a philosophy of excellence that will impact both the professional and personal effectiveness of your team. At the same time, this curriculum-based series covers critical competencies necessary to achieve organizational excellence.

Training Options

The Gold Standard: Elect to bring Star Achievement Series® creator and master trainer, Joan Burge, Founder & CEO of Office Dynamics International, to personally train your administrative staff.

Office Dynamics Certified Trainer: One of Office Dynamics highly-qualified trainers can come to your site. We will select the trainer that is just right for your culture!

Train-the-Trainer: Send your designated personnel to be trained by Joan Burge and receive their Star Achievement Series® Certified Trainer designation. They will gain the knowledge, skills and tools to conduct dynamic administrative training sessions.

Off-the-Shelf Training Kit: This extremely cost effective option gives your facilitators or administrative staff all the tools they need to teach the program, including detailed Instructor Guides and enough workbooks to run your first round of classes.

About Office Dynamics International

Since 1990, Office Dynamics International has been the global leader in the development of executive assistant and administrative assistant training, certification and coaching. Our expertise in the administrative training industry is complemented by a unique line of premier educational products that boost success for employers and enterprising administrative professionals. Office Dynamics’ quest to provide extraordinary career-changing programs has earned the respect of elite clients including Cisco Systems, Humana, Nationwide Insurance, Proctor & Gamble, Kindred Healthcare, and the University of Tennessee.

Call Now To Learn How Star Can Transform Your Organization.

1-800-STAR-139

OfficeDynamics.com