



ADRIENNA M. FORBES PROFESSIONAL DEVELOPMENT PLAN

**World Class Assistant Part One
Strategic Planning**

BECOMING A STRATEGIC BUSINESS PARTNER WITH MANAGEMENT

- Specific Objective:
 - Learn Scope of my executive's work
 - Get a copy of my executive's job description
 - Keep track of deadlines, goals and objectives to assist in my executive meeting her scope.
 - Learn my department's business plan for 2008-2009 and tie my goals and objectives to the business plan
 - Receive a copy of the business plan
 - Meet with executive on any areas that I require clarification
 - Find out any direct projects I can take or manage to help assist my department on meeting those goals.

Result:

I received a copy of my executive's goals and objectives. I have created a task list with timeframes that align with her goals and objectives.

STRATEGICALLY DIRECTING THE FLOW OF INFORMATION

- Specific Objective:
 - Cope with conflicting priorities
 - Meet with Executive each morning to set task priorities
 - Keep track of deadlines, goals and objectives to assist in meeting them
 - Prepare for the next day at the end of today
 - 10 minutes before the close of the day prepare for the next day.

Results:

I attended the 7 Habits for Highly Effective People, and now plan for each day the day before, and meet with my executive every Monday to discuss goals and objectives for the week.

My Executive and I have been successful in meeting almost every morning, and it keeps us both updated and on top of projects/tasks we are working on.

COMMUNICATIONS STRATEGIES THAT WORK

○ Specific Objectives:

- Select the right medium for maximum impact
 - Stop relying on email so heavily
 - Evaluate the audience, and decide which medium would be correct
 - Avoid absolutes (never), soft phrases (I' m sorry) and clearly show intent
- Develop Rapport

Results:

I am less reliant on email. I use the telephone and face to face meeting more often. I am also aware that an improper tone may be reflected in emails, and ensure I read it before sending to make sure that my message and tone is clear.

In more phone conversations, I have been able to learn more about persons I work with outside of the department.

STOP THINKING LIKE A SECRETARY

○ Specific Objectives

- Rewrite the script to stop thinking like a secretary
 - Sign up for Bermuda College – Business Administration degree
- Action:
 - Apply for Spring 2009
- Keep current on Administrative Professionals and Business Professional trends
 - Join IAAP
 - Find a mentor
- Results

I have been doing research on the internet about different subjects relating to my position, and I am in the process of creating brown bag sessions for our Admin team to share the knowledge

BE A TOMORROW FOCUSED PROFESSIONAL

○ Specific Objectives

- Make a schedule of annual events and plan ahead for the year
 - List all annual events.
 - January of each year, confirm whether the events will take place and purchase, create, rent location, request bids for catering, needed for event.

Results: Ongoing

POISE, POLISH & PROFESSIONALISM

○ Specific Objective

- Continue to grow my professional image
 - Get a few key professional clothing items
 - Work on body language
 - Remain poised in all situations

Results:

I refrain from dressing down on Fridays. I try not to dress under business casual. People have noticed that I have stopped wearing jeans in the office.

I have had some trying periods during the last month, and one development, I felt like my dream had been broken, but no one in the office would have known. I still maintained my confidence, poise and professionalism, where I really just wanted to cry. As I reflect on that day, I am proud of how I handled myself, and I see myself even more of a shining star after that day.