



**VIRTUAL
COURSE**



**CERTIFICATION AND
DESIGNATION COURSE
FOR EXECUTIVE AND
ADMINISTRATIVE ASSISTANTS**





**VIRTUAL
DELIVERY METHOD
PROVEN TECHNIQUES
ADAPTED FOR A NEW WORLD**

Transformed for a Transformed World

Our World Class Assistant™ course has been transformed into a virtual learning experience and enhanced to meet the demands of today's ever-changing world. We recognize that learning and growth are imperative for assistants to best support their executive, team, and organization.

At Office Dynamics International, we pride ourselves in being the visionaries of the profession, and always ensuring that the information and education we deliver is timely and relevant. Our curriculum-based designation program leverages the impact of assistants through:

- Situational Awareness
- Performance Evaluation and Goal Planning
- Process and Strategy Implementation
- Partnership Cultivation

And more.

In addition to learning the skills above, assistants will receive comprehensive insights, effective resources, and developmental sessions designed to position them for optimal performance and upward mobility.

COURSE TOPICS

- Building a Strategic Partnership
- Leverage Communication for Success
 - Communication Style
 - Bridging the Age Gap
 - Tactfully Voicing Your Opinion
 - Communicating to Persuade
- Be Tomorrow Focused
- Create Your Signature Brand
- Exude Executive Presence
- Demonstrating Your Value through a Career Portfolio
- Grow the Resilience Skillset
- Understand and Apply Emotional Intelligence
- Adminology: Art + Science = Success



BONUS SKILLS DEVELOPED

Because of the creative design of this course, you will develop other skills, including:



Creativity



Collaboration



Critical Thinking



Decision Making

NAVIGATE TODAY'S CHALLENGES



"I've attended many administrative training programs, but this is by far the most focused, detailed and informative one. I feel that I've stepped up to a new level in my career by attending this program."

– Johanna Viteri, CWCA

CURRICULUM INCLUSIONS



Pre-reads and pre-class assignments



Professional Participant Workbook, 87 pages



12 hours of live virtual learning with Joan Burge, Creator and Master Trainer of WCA



Ability to achieve a curriculum-based designation, CWCA (If achieved, you will receive the CWCA badge)



Annual live refresher with Joan Burge* and WCA graduates



Access to our LinkedIn group exclusively for WCA graduates



A Professional Development Plan



1.2 CEUs



SESSIONS FORMAT

The virtual live classroom will consist of blended learning (a combination of live virtual, experiential, and individual study). Assistants can expect the following from our sessions:

- Robust curriculum
- Breakout discussions
- Polls
- Visual mediums
- Learning props, games, and aids are used to drive home a message



COURSE DATES

The course requires 12 hours of live virtual classroom experience with Joan Burge, Creator and Master Trainer of World Class Assistant™ or an Office Dynamics certified trainer.

Session 1:

Session 2:

Session 3:

Session 4:

Session 5:

Session 6:

Please Check Website For Current Dates

All sessions are from 9:00 a.m. to 11:00 a.m. PT

\$1,295 INVESTMENT

**SPACE IS LIMITED TO 40
REGISTER ONLINE OR
CALL 1-800-STAR-139**

Important Note: We highly recommend registering as soon as possible so we can send your World Class Assistant workbook. There are pre-class assignments you will need to complete prior to the first class.

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“WCA gets to the very heart of what it means to be a successful, professional asset to one’s executive.”

– Elizabeth Blatchford, CWCA

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