

EXECUTIVE BRIEF



The Advanced Power Skills Program for Administrative Professionals

A concise guide for leaders considering this investment in their administrative partner.

YOUR ASSISTANT'S MOST IMPORTANT DECISIONS RARELY COME WITH INSTRUCTIONS

Technical competence matters, but many of the situations that determine an assistant's value are not technical. They involve a changing priority, a difficult stakeholder, incomplete information, a sensitive conversation, competing demands, or a moment when you need a recommendation rather than another update.

MCAP develops the advanced Power Skills (aka, Soft Skills) administrative professionals need to operate effectively in those moments. The program strengthens judgment, communication, adaptability, business awareness, collaboration, problem solving, and the ability to contribute beyond the task itself.

82.9%

Of the administrative professionals surveyed, 82.9% said judgment calls and people situations are as difficult as, or more difficult than, the technical parts of their jobs.

MCAP is designed for that reality. It is not seven isolated topics or passive information. It is active professional development that helps participants apply interconnected capabilities to real workplace situations.

MCAP prepares your assistant for the moments where there is no script.

WHAT YOU GAIN

The business case for MCAP is not simply that your assistant learns more. It is that they become better equipped to operate at a higher level in the work they already do with you, your team, and your stakeholders.

BETTER JUDGMENT, FEWER ESCALATIONS

Your assistant becomes better equipped to assess situations, weigh options, and determine what requires your attention - and what they can confidently handle.

MORE EFFECTIVE COMMUNICATION

They strengthen their ability to communicate across levels, navigate difficult conversations, manage stakeholder relationships, and represent your office with confidence and professionalism.

GREATER ADAPTABILITY UNDER PRESSURE

When priorities shift, your assistant is better prepared to respond instead of react, reorganize effectively, communicate what changes, and keep the right work moving.

STRONGER BUSINESS CONTRIBUTION

They learn to look beyond the task to the outcome, with greater awareness of business priorities, stakeholders, service, and organizational impact.

A MORE STRATEGIC PARTNERSHIP

Instead of simply bringing information, your assistant is better prepared to bring judgment, options, recommendations, and ideas - increasing the value they contribute to you and the organization.

**The return is not simply an assistant who knows more.
It is an assistant who is better equipped to operate at a higher level.**

Information doesn't change how you operate. Application does.

WHAT THE INVESTMENT INCLUDES

MCAP: Master Certified Administrative Professional

The Advanced Power Skills Program for Administrative Professionals

MCAP is a live, virtual, application-focused development experience. Participants learn through instruction, discussion, practice, and required assignments designed to move the concepts into day-to-day performance.

Seven Power Skills. One Integrated Professional Capability.

- 01 Energy Management
- 02 Resiliency and Adaptability
- 03 Intrapersonal and Interpersonal Intelligence
- 04 Business Acumen and Service Orientation
- 05 Communication
- 06 Collaboration
- 07 Critical Creative Thinking

These capabilities are not taught as seven separate boxes. Real workplace situations require several of them at once. MCAP develops how an administrative professional operates when the answer is not obvious and the outcome depends on judgment, people, priorities, and context.

Program Details

FORMAT	Live virtual
ORIENTATION	November 3, 2026 (one hour)
LIVE SESSIONS	November 5, 12, and 19, 2026 (four hours each)
INVESTMENT	\$995 per participant
DESIGNATION	Successful completion of the live program and required assignments leads to the MCAP designation.

The letters matter because of the development behind them.



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