

**Presented To You By:**

The Professional Skills Program  
*a partnership between*

The Office of State Personnel  
Human Resource Development Group  
and

Wake Technical Community College  
Continuing Education Division



# ADMINISTRATIVE PROFESSIONAL CERTIFICATE PROGRAM



F A L L  
2009  
Program

## A Certificate Program for Administrative Professionals

# Get Certified Today!

WTCC and the Office of State Personnel have

joined forces to offer administrative professionals in North Carolina State Government a premier development program – *The Administrative Professional Certificate Program*. The Administrative Professional Certificate Program is a comprehensive program that targets the knowledge, skills and abilities needed to be a high-performing administrative professional in today's fast-moving, ever-changing service economy. Today, more than ever, administrative professionals provide an essential function in organizations. They are depended on to demonstrate a variety of skills and competencies as they go about the



business of running a smooth and efficient office. The certificate program helps participants manage the demands of their job and keep their skills updated. Whether your job is to serve as the first point of customer contact, create professional-looking documents, organize meetings and conferences, manage an entire office or all of the above, you'll find this course meaningful.

Be one of the first to complete this prestigious certificate program. Take the initiative to be the best you can be. Manage your career proactively!

### Course Objectives

- Develop communication strategies for presenting a positive, professional, and self-confident image.
- Design and prepare documents using the most updated versions of Microsoft Word, Excel and PowerPoint.
- Prioritize and organize your work for results.
- Use proven customer service skills to build strong relationships with both internal and external customers.
- Learn techniques for managing conflict and challenging relationships.
- Use an effective process for planning, setting up, and following through on meetings and conferences.
- Demonstrate proper grammar, punctuation and spelling skills.
- Manage your growth and development through a proven career development process

Registration fee: **\$465.00**

**Registration deadline is June 26th, by 5pm. Please fax forms to (919) 733-8359**

For more information, please send an email to Betsy Knocklein at [betsy.knocklein@osp.nc.gov](mailto:betsy.knocklein@osp.nc.gov)

# Administrative Professionals Course Schedule



Week	Date	Course
1	July 14	Introductions/Orientation/Myers Briggs
2	July 21	Blackboard/File Management
3	July 28	MS Word, Level 1
4	August 4	The Ever-Changing Workplace
5	August 11	Ethics/Records Management
6	August 18	Stress, Anger, and Time Management
7	August 25	Information Processing
8	September 1	Grammar for Work
9	September 8	Grammar for Work
10	September 15	Information Security & Risks Management/Excel Math/Travel Vouchers
11	September 22	Business Writing
12	September 29	MS PowerPoint, Level 1
13	October 6	The Workplace Team
14	October 13	Presentations
15	October 20	Presentations
16	October 27	MS Excel, Level 1
17	November 3	Workplace Mail/Customer Service
18	November 3	Meetings and Conferences
19	November 17	Leadership Skills
20	December 1	Career Development
21	December 8	Computer Assessments
22	December 15	Graduation



“Overall, this course challenges you to look within yourself and live to your fullest potential.”  
– **Wanda Simmons**

# Instructor Biographies

## Instructor/Coordinator Biographies

**Bobbi Wardlaw-Brown** is a Human Resource Consulting Partner for the North Carolina Office of State Personnel's Human Resource Development Group. She specializes in planning and conducting workshops in the areas of Equal Employment Opportunity, Unlawful Workplace Harassment Prevention, the Myers-Briggs Type Indicator, and Cultural Awareness and Diversity. Prior to her employment with the state, Bobbi worked as Equal Employment Specialist in the Federal sector. She began working for the State of North Carolina in December of 1998 and has spent all of that time with the Office of State Personnel. Bobbi is a alumna of North Carolina State University.

**Betsy Knocklein** is the Site Coordinator for the Professional Skills Program, a partnership between Wake Technical Community College and the State of North Carolina. She has a B.S. in Business Administration, from East Carolina University and has worked at SPDC for over 10 years. Betsy is a Microsoft Office Specialist in Word, and Access and she has also helped to develop the one- and two-day program and many of the courses that are taught at SPDC.

**Heide Rumble** is a Support Staff Specialist for the North Carolina Office of State Personnel's Human Resource Development Group. Working for the Professional Skills Program, her responsibilities include coordination of training, marketing, tech support and fiscal duties. She began working for the Office of State Personnel in August of 1998. Heide has an A.A.S. degree from Wake Technical Community College in Computer Information Technology.

## Instructor Biographies

**Susan K. Adams**, is a Human Resource Partner for the North Carolina Office of State Personnel's Human Resource Development Group since October of 2007. She specializes in the areas of management, leadership, team building and customer service training. Susan comes to OSP from the field of rehabilitation counseling where she has 20 years of experience, and has worked as a trainer, assistant professor, supervisor and counselor. Susan has B.A. degrees in Psychology and English from Berea College in Kentucky, and completed her Masters of Science degree in Rehabilitation Counseling from Springfield College in Massachusetts. She has been certified as a Rehabilitation Counselor since 1986.

**"I am definitely walking away with more information than I came with. I am also walking away with a new outlook for my career and more confidence to move forward."**  
– **Cora Gibson**

**Patricia (Trisha) Bauer** completed her Bachelor's Degree from SUNY Plattsburgh. She received her Masters Degree in English from The University of Delaware. She has taught writing courses at Durham Technical Community College as well as at The University of Delaware. In addition to an early career in publishing, Trisha has also employed her writing skills in New York City, marketing private-island resorts in the Caribbean and traveling throughout the Caribbean. Her love of travel and adventure led her to also study at McGill University in Montreal, Canada as an exchange scholar as well as at Laval University in Quebec City, Canada, and the University of Copenhagen, Denmark. She has lived in the Raleigh area for 15 years where she continues to enjoy teaching both writing as well as piano lessons!

# Instructor Biographies

**Tim Brown** is the Past President of the Eastern Carolina chapter of Infragard and one of North Carolina's primary representatives to the Multi-State ISAC. Tim achieved Certified Information Systems Security Professional (CISSP) certification in October 2002 and holds a SANS GIAC Gold GSEC certification as well. From 1984 - 2000, Tim worked in various IT roles within County and City government before taking on a full-time information security role with Wake County Information Services in 1998. In October 2000, Tim joined the State of North Carolina Office of Information Technology Services (ITS) and was responsible for firewall projects involving the five major criminal justice agencies within the state and implementation of Intrusion Detection Systems (IDS) at the enterprise level. In his current role he is the lead for the NC-ISAC which provides information on computer security threats to state and local government, he coordinates enterprise response to computer security incidents, collects data on incidents occurring within executive branch agencies, and performs computer forensics on compromised servers or misused personal computers.



**William Harris Brown** is a native of Winston-Salem, North Carolina. His education includes a Bachelor of Arts degree in History from High Point College in 1984, and a Master Degree in History from the University of North Carolina at Greensboro in 1987. He has served in the N.C. Office of Archives and History for seventeen years from 1991 to present. His initial ten years of service was spent as a reference archivist, and then later as an arrangement and description archivist processing

the historical papers of North Carolina governors. He then worked as an editor in the Special Projects Unit in Historical Publications. His current position is a State Agency and University Records Analyst with the Government Records Branch responsible for assisting eleven state agencies with their records management. He is married and has two daughters.

**H. Lea Holt, CMM** started her government career in 1987 at the University of North Carolina – Chapel Hill, as a Mail Clerk. In 1991 she moved to East Carolina University (ECU), in Greenville, NC and became the first official Postal Director of the University. During her time spent in Greenville she was active in the College & University postal industry associations. She is a founding member of the National Association of College & University Mail Services (NACUMS) and was elected to the first board of directors. The association was founded in order to provide higher education with a voice at the national level within the postal industry. During Lea's tenure at ECU, she gained certification from the International Publishing Management Association, as a Certified Mail Manager (CMM). While at ECU she participated as a speaker in regional and national conferences, speaking on topics that ranged from how to build a mail service from scratch to working within the university organization. In November of 2000 Lea became the Operations Manager of the Mail Service Center, for the Department of Administration in Raleigh, NC. Presently her responsibilities include operations management for an agency that employs 80+ workers and processes 28+ million pieces of mail yearly to include the State Courier service.

# Instructor Biographies

**Al Hargrove** entered state government in 1981 working in the Dept. of Cultural Resources, Office of Archives and History. He assumed the duties of a records management analyst in the Government Records Branch, Local Records Unit. His primary duties were to promote the local records program to county and municipal governments. As part of this responsibility, Al worked in concert with the School of Government at UNC-Chapel Hill to acquaint and assist local government personnel with the management of the public records in their custody. In 1996, he was re-assigned to his present position working with state agencies in creating and updating their program records schedules and conducting workshops in records management

**Linda Levine** is the Staff Development Specialist for the Office of Information Technology Services (ITS). Linda is a graduate of North Carolina State University and worked in the retail sector prior to joining the State in 1998. Linda is a certified Development Dimension International (DDI) Facilitator and conducts an agency level Leadership Development Program to prepare employees for leadership roles in State government. She has also used her retail experience to design training for call center employees which focuses specifically on the challenges of delivering exceptional customer service over the telephone.

**Kathi Parker** is an Organizational Development Consultant with the Office of State Personnel. For more than 25 years, she has worked with agencies and universities across the state to implement planned, meaningful change. Currently, she provides coordination and instruction in programs for NC state government leaders at all levels, including *Managing Effective Performance*, the *NC Certified Public Managers' Program*, and *NCLEAD*. In addition to certifications in the *Myers Briggs Type Indicator*, *Interaction Management* and *Senior Professional in Human Resources*, Ms. Parker holds a Master's in Speech Communication and a Juris Doctorate degree, both from North Carolina state schools.

**Mary Payment** is an Instructional Coordinator for the Professional Skills Program, a partnership between Wake Technical Community College and the State of North Carolina. In 2001, she returned to school for a change in careers. Studying Internet Technologies, she has achieved the level of CIW (Certified Internet Webmaster). She has taught at Wake Tech for the last two years in the computer lab of the Individualized Learning Center. She also evaluates, develops, and maintains several websites within the community.

**"I found that I actually have some traits of a successful leader; and that while I may feel like I want to crawl back into my little shell, I can come out and take charge."**

**– Julie Piatek**

**Aleyah Pryor-Pankey** is a Senior Employee Relations Specialist for UNC Health Care where she consults and advises all levels of management regarding various personnel issues. She is a certified mediator, EEOI trainer, SHRM diversity trainer and HR policy trainer. She specializes in the areas of dispute resolution, diversity, and EEO. Aleyah has worked as a trainer for more than 10 years. She has a B.S. degree in Sociology from UNC Pembroke. Prior to UNC, Aleyah worked for the NYC Department of Health as a Tuberculosis Clinic Manager.

# Instructor Biographies

**Ray Tims** was born in Memphis, Tennessee in 1954 but actually grew up in Greenville, South Carolina. He graduated from Wade Hampton High School in the 11th grade and went on to college. After graduation from Wade Hampton, Ray went to a small Lutheran college (Newberry) but after one year, transferred to NCSU. He graduated with honors with a degree in Social Science and a certification to teach all Social Science areas in secondary schools.

After graduation, Ray taught in public schools, owned a few businesses, and patented a telecommunications design. In 1995, he started to work for Wake Technical Community College as a guitar instructor! From there, he went in to teaching Basic Skills, and then administration. After earning his Masters in Education from the University of Phoenix in Adult Education and Distance Learning, Ray was named Dean of Education Services and Technology. Ray is currently working on his PhD in Educational Leadership through Capella University.

Ray is husband to his lovely wife, Dell and father to his wonderfully gifted and musically brilliant son, Lindsey. All-in-all, Ray says life is very, very good!

**“Each session in the APCP has essentially functioned as a building block to my success in the role of an administrative professional, and also in my personal life by equipping me with new skills and improving existing ones; by giving me a sense of accomplishment and instilling confidence.”**  
**– Adrienne McCoig**

**Patrick Tribble** has been an instructor at Wake Technical Community College in the Computer and Engineering Technology division and Distance and the Education Support division since 2003. He teaches CET curriculum courses, seated and online, such as Spreadsheets, Advanced Spreadsheets, Database Utilization, Integrated Software, Integrated Software Advanced, Presentation Graphics, and Basic PC Literacy. In addition to teaching CET courses, Patrick provides Blackboard support and training for faculty/staff in the following seated and online training courses: Blackboard Basics, Using PowerPoint with Blackboard, Camtasia

Studio, and Pinnacle Studio.

**Sondra Wilson** has over 20 years experience as a global performance consultant in private industry. Before joining NC State Government in 2004, she managed organizational development for GE Capital Mortgage and Sylvan Learning. At OSP, Sondra is responsible for two statewide leadership development programs, Introduction to Supervision. A master certified trainer, she also conducts facilitator certification programs and manages the Enterprise Wide License, a blended-learning partnership with Development Dimensions International. Sondra is looking forward to teaching this program because she started out in corporate America as an Administrative Professional.





# Registration Form - APCP Fall 2009

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**Please Read and Sign Below.**

## **Registration Policies:**

The Administrative Professional Certificate Program (APCP) is a comprehensive program that seeks to expose its' students to a variety of workshop-style presentations that will enable them to develop strategies and skills for presenting a positive, professional, and self-confident image.

The APCP is in great demand. As a result of this enormous demand, we anticipate a high volume of submissions requesting acceptance into the program. The APCP seeks a diverse pool of applicants reflective of the NC state government employee population. The APCP team members will carefully screen each application submitted and will make their selections for participation in the program on the basis of the information contained in each of the applications. Please complete your applications with this information in mind. Submitting an application for consideration means the applicant understands that:

1. if selected to participate in this program he/she must be able to attend all training sessions, once a week on Tuesdays, beginning on July 14, 2009 and concluding on December 15, 2009;
2. he/she will be required to complete all inside and outside class assignments and will not be issued a Certificate of Completion if more than 10% of the class time is missed;
3. each of the 21 sessions begins promptly at 8:30 am and concludes at 4:30 pm;
4. he/she is expected to be on time for all sessions and attend all classes for the duration of each session (three unexcused late arrivals [morning, lunch, or breaks] in excess of 10 minutes will equal one absence);
5. the program frequently assigns work that will extend beyond the allotted classroom time and, as a result, he/she will be expected to commit a minimum of four hours each week, between classes, to complete homework assignments;
6. he/she will be tested on information delivered in each session and will be required to use a computer to complete these tests;
7. he/she will be required to work on projects/assignments with other class members and will also be called upon to make class presentations;
8. he/she must discuss participation in this class with his/her manager/supervisor prior to the commencement of class;
9. he/she will not be able to cancel registration or receive a refund any time after the session has begun;
10. he/she may withdraw his/her registration within 10 business days prior to the program start date as stated in the "Payment Information" section of this brochure; and
11. his/her department will be billed for the full tuition cost of \$465.00 once selected to participate in this program.

**We understand and accept the Professional Skills Program registration policies as outlined. We also agree to the terms listed in this brochure.**

**Participant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Departmental Coordinator (sign):**

\_\_\_\_\_

**Deadline to have forms faxed with ALL signatures to 733-8359 is June 26, 2009 by 5pm. No forms will be accepted after this time.**