



THE EVOLVING ADMIN

Where Do We Go From Here?

Presented by Chrissy Scivicque, PMP, PCM

Evolution = The process by which a species adapts over generations through natural selection; a requirement for any species to survive over time.

We Are EXPERTS at Evolving

As a result of the global Covid-19 pandemic, the administrative field experienced several *years* of evolution in a matter of mere months.

We were forced to ELEVATE exponentially!

NEW & EMERGING TRENDS IN THE ADMIN FIELD

1. Environmental Shifts

- More opportunity for remote and _____ roles
- Expanded employment options *and* increased competition
- Visibility requires more _____ effort
- SKILLS TO ELEVATE
 - > Self-Management
 - > Communication
 - > Trust

2. Increased Executive Self-Sufficiency

- Articulate and _____ the value of time and attention

- Define the Return on Investment (ROI)

- SKILLS TO ELEVATE
 - > Managing Up
 - > Assertiveness
 - > Persuasion

3. Shift from Task Focus to Result Focus

- Automation and technology continue to streamline tasks

- The admin field is likely to continue _____ and _____

- SKILLS TO ELEVATE
 - > Project Management
 - > Process Improvement
 - > Problem Solving
 - > Anticipation of Needs
 - > Change Championship

4. Growth of Artificial Intelligence

- AI will become capable of increasingly _____ “thought”
- Develop broad technological acumen (rather than software-specific mastery)
- Focus on your *human* intelligence
- SKILLS TO ELEVATE
 - > Emotional Intelligence
 - > Collaboration
 - > Connection

5. Increased Emphasis on Education & Training

- Fewer positions = more _____
- More resources available and easier access than ever before
- SKILLS TO ELEVATE
 - > Ongoing Development
 - > Certification
 - > Higher Education

“It is not the strongest of the species that survives, nor the most intelligent, but the one most responsive to change.”

CHARLES DARWIN, 1809

Certification Options

The following table contains professional certification options you may be interested in exploring.

Please note:

- This is not an exhaustive list; there are many, many other options not listed here.
- I believe these are quality certification programs provided by reputable organizations, but it is your responsibility to do your research.
- I am deeply involved in the PACE Certification program; I helped create it and am the primary trainer for this program. While I don't consider it a conflict of interest, I do have an affiliation with ASAP.

Admin Specific	URL and Notes
Certified Administrative Professional (CAP)	https://www.iaap-hq.org/page/CAP_Certification <ul style="list-style-type: none">• Provided by the International Association for Administrative Professionals• Offers specializations and add-ons for Organizational Management, Technology and more
Professional Administrative Certificate of Excellence (PACE)	https://www.asaporg.com/pace/what-is-pace <ul style="list-style-type: none">• Provided by the American Society for Administrative Professionals
World Class Assistant™ Certification (CWCA)	https://officedynamics.com/world-class-assistant/ <ul style="list-style-type: none">• Provided by Office Dynamics
Certified Executive Administrative Professional (CEAP)	https://officedynamics.com/star-achievement-series-virtual/ <ul style="list-style-type: none">• Provided by Office Dynamics (Star Achievement Series)

Technology	
Microsoft Certifications	<p>https://docs.microsoft.com/en-us/learn/certifications/</p> <ul style="list-style-type: none"> MS offers a variety of certifications including Microsoft Office Specialist (MOS)
Google Cloud Certification	<p>https://cloud.google.com/certification</p> <ul style="list-style-type: none"> Google offers “Associate” certification and “Professional” certification
Social Media Certification	<p>https://education.hootsuite.com/pages/certifications/</p> <ul style="list-style-type: none"> Provided by Hootsuite Academy Offers a number of different certifications including Social Advertising, Social Selling and more
Personality/Workstyle Assessments & Training	
Myers-Briggs Personality Assessment Instrument	<p>https://www.myersbriggs.org/my-mbti-personality-type/take-the-mbti-instrument/</p>
DiSC	<p>https://www.everythingdisc.com/Certification.aspx</p> <ul style="list-style-type: none"> Provided by Everything DiSC
Crucial Conversations	<p>https://www.vitalsmarts.com/crucial-conversations-training/</p>
Insights Discovery Practitioner	<p>https://www.insights.com/us/insights-discovery-accreditation/</p>
Other / Niche Expertise	
Certified Travel Associate (CTA®) Certified Travel Counselor (CTC®) Certified Travel Industry Executive (CTIE®)	<p>https://www.thetravelinstitute.com/travel-agent-certification/</p> <ul style="list-style-type: none"> Provided by the Travel Institute

Certified Meeting Planner (CMP)	<p>https://www.mpi.org/education/certificate-programs/cmp-certified-meeting-planner</p> <ul style="list-style-type: none">• Provided by Meeting Professionals International (MPI)
Virtual Event & Meeting Management Certificate	<p>https://eventleadershipinstitute.com/courses/certificate/virtual-event-management-certificate/</p> <ul style="list-style-type: none">• Provided by the Event Leadership Institute
Professional Certified Marketer (PCM®)	<p>https://www.ama.org/certifications/</p> <ul style="list-style-type: none">• Provided by the American Marketing Association• Offers a number of specializations including Content Marketing, Digital Marketing, Sales Marketing and more
Certified Associate in Project Management (CAPM®)	<p>https://www.pmi.org/certifications/certified-associate-capm</p> <ul style="list-style-type: none">• Provided by the Project Management Institute (PMI)• Offers a number of different project and program management certification options
SHRM Certified Professional (SHRM-CP) SHRM Senior Certified Professional (SHRM-SCP)	<p>https://www.shrm.org/certification/Pages/default.aspx</p> <ul style="list-style-type: none">• Provided by the Society for Human Resource Management

MEET YOUR PRESENTER



Chrissy Scivicque (pronounced “Civic”) is the CEO of CCS Ventures, LLC & Eat Your Career, the foremost authority in professional development education for administrative professionals, emerging leaders, and other career-minded individuals and teams. We offer a robust assortment of training and resources to improve job performance and enhance personal fulfillment.

Chrissy is a certified Project Management Professional (PMP) and certified Professional Career Manager (PCM). She holds a bachelor’s degree in Business Administration and Marketing from Sonoma State University in California and has obtained Training and Instructional Design certification from the Association for Talent Development.

Since 2009, Chrissy has developed and delivered custom training programs for teams inside some of the world’s most recognized companies including 3M, Amazon, Microsoft, GoDaddy, Capital One, Northrop Grumman, Grainger and more.

Chrissy’s work is regularly featured on popular websites including Forbes and US News & World Report. She has published over 500 articles on career-related topics and is the author of several books, including *The Proactive Professional*, *The Invisibility Cure*, and *ELEVATE Admins*, all available on Amazon.

ABOUT EAT YOUR CAREER



EAT YOUR CAREER

Chrissy believes that work can be an enriching, *nourishing* life experience. She loves helping professionals figure out what that means *for them* and how to achieve it.

We provide professional development training and resources to help you conquer career complacency & find fulfillment at work.

Join Our FREE Webinars

We offer FREE training webinars and Q&A sessions, where Chrissy provides straightforward advice to help address *your* workplace frustrations and career challenges. Sign up to get notified about upcoming sessions here: www.EatYourCareer.com/signup

Books by Chrissy Scivicque, PMP, PCM

"A must-have resource for every career and business library."

★★★★★

Available on **amazon**

"No jargon or fluff...Very effective."

The Proactive Professional: How to Stop Playing Catch Up and Start Getting Ahead at Work (and in Life!)

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