



# 10 ESSENTIAL SKILLS YOU NEED FOR 2021



# Admin Pro Week *Skills Check-In*

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# Are you ready to kick your career up a notch just in time for 2021?

**Cultivating these 10 essential skills can help ensure your success for the rest of the year and beyond:**

## 1. Tech Savy

The more comfortable and familiar you are with the latest technology, the more indispensable you will be, says career coach Dele Lowman Smith. Take classes and stay abreast of the latest updates to software and apps you use so that your tech skills stay fresh.

## 2. Finesse in Interpersonal Interactions

As the gatekeeper, you'll need to play well with others who want access to your boss, says career advisor Laura Gmeinder. "Don't play favorites," she says. This goes for people you work with outside of the office, such as vendors or clients, as well. "Relationships are currency in the business world, and being able to make things happen with just a phone call to the right person will make you invaluable to your boss and your colleagues," Smith says.

## 3. Discretion

"Confidentiality is essential," Gmeinder says. Look back over the past year and ask yourself if there were any occasions when you passed on information that should have stayed with you—or alternately, kept silent when speaking up would have been better.

## 4. Multitasking

Administrative professionals need to be comfortable multitasking on several high priority items at the same time with frequent interruptions, says Gmeinder. Are your skills up to task? If you need help, look for ways to improve your organizational expertise, whether it's with productivity apps, training on time management or other skills. "In your support role, it is essential to help keep operations running smoothly," Smith says. "Being able to track and manage resources and information effectively makes everyone else's jobs easier."

## 5. Critical, Creative, & Connective Thinking

Critical thinking means understanding your organization's goals and making decisions or recommendations accordingly. Creative thinking involves coming up with innovative solutions. Connective thinking centers on the invisible lines among people, data and ideas, and then using those connections to work effectively.

## 6. Project Management

Superior administrative assistants know how to break down big goals into smaller tasks. They also make sure to stay on track doing the little things to accomplish their goals on schedule.

## 7. Negotiating Like a True Diplomat

Be tactful, empathic and savvy during discussions with everyone, to achieve a positive outcome.

## 8. Levelheadedness

Administrative professionals are usually juggling many tasks at once, interacting with demanding people and dealing with last minute changes, often with little support. The best professionals know how to stay calm and manage their emotions no matter the situation. Having a calm presence in an organization when others are stressed or busy is a skill those around you will be grateful for, according to Megan Trzcinski, LaSalle Network's director of recruiting, office services, marketing and HR.

## 9. Self-Awareness

Being self-aware is a key skill for administrative professionals when you're interacting with different personalities and may need to change how you communicate from one person to the next. As the face of an organization or group, which administrative professionals often are, knowing how you're coming across to others is so important. What tone is right for your organization? Think about how you want to be perceived and what you hope people say about you, says Trzcinski. Then, reflect on if that is how you're coming across, and what changes you might need to make.

## 10. Listening

Administrative professionals are in a unique position where they interact with a lot of different people throughout the day, both inside and outside their organization. They have conversations with different groups of people daily, which can provide them and their company with valuable insight and information if they're listening and aware of what's going on around them, says Trzcinski.