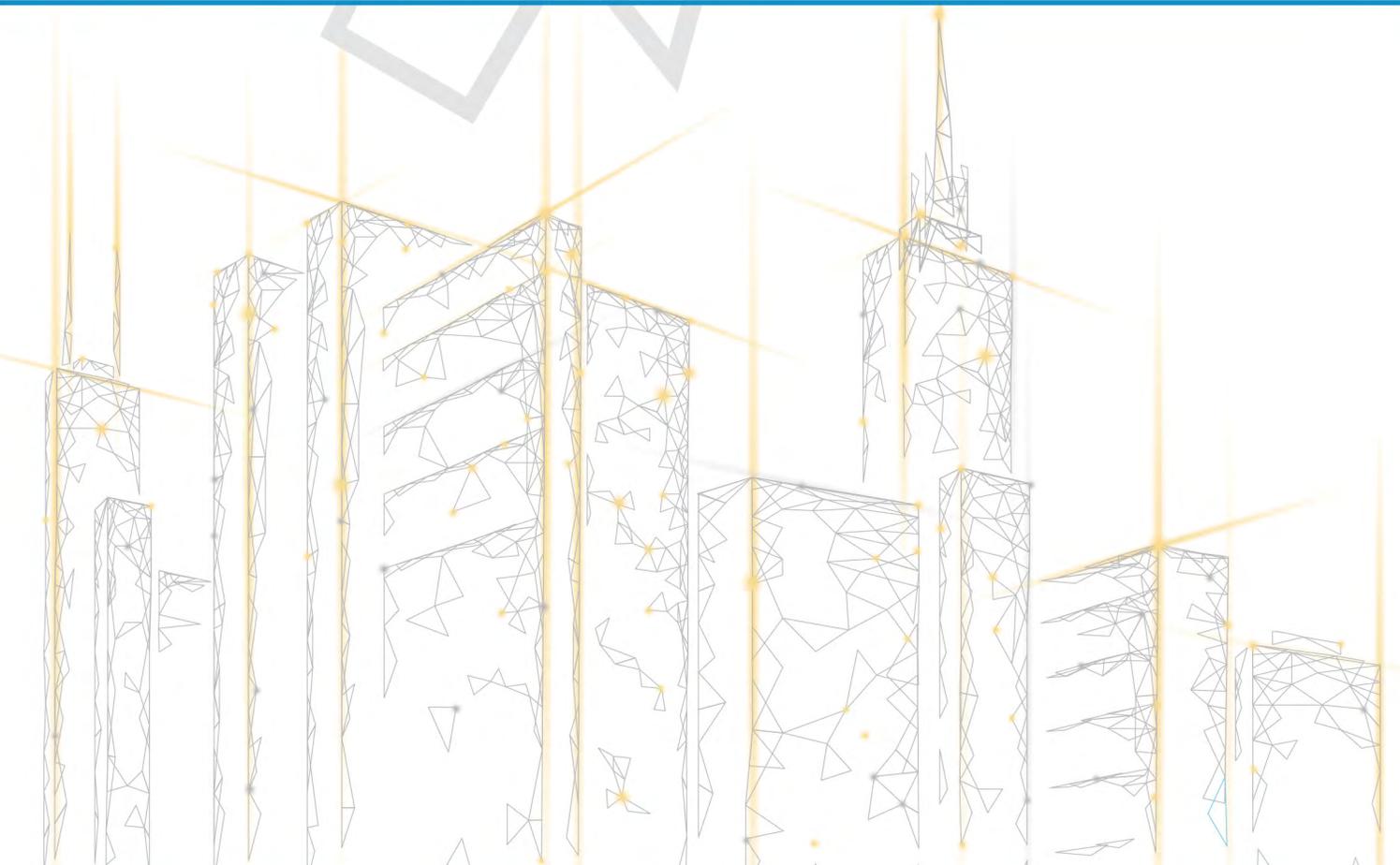


*Virtual*



**CAPSTONE**



**SPRING**

**2021**



2021

The **Certified Administrative Professional** is the most comprehensive certification available to administrative professionals. It assesses a wide variety of topics, and for good reason – admin roles encompass a lot of skills and duties! But that can sometimes feel overwhelming. CAPstone is a fantastic resource, whether you are preparing to take the exam or already have your CAP and want to further your knowledge in a specific topic or domain.

If you are preparing to take the exam, CAP Study Bootcamp is a resource to not only provide study time with subject matter experts in each of the 6 domains, but also study opportunities with a community of your peers in a similar place in their certification journey.

Each of the available specialty certificates provide focused training in a specific area or domain. Whether that topic is already part of your role and you're looking to become more efficient or you want to prepare to move into a new role, specialties are amazing training to make you the best you can be!

All content is available through Learn@IAAP, our online learning platform, and live virtual calls are hosted in Zoom.

*Participants have 4 options to choose from:*

### **CAP Study Bootcamp**

- A 2 1/2-day intensive study bootcamp for those planning to take the 2021 CAP exam \*

### **Organizational Management Specialty Certificate**

- A real-world 8-week offering focusing on communication skills, teamwork strategies, and organizational behavior+

### **Project Management Specialty Certificate**

- An 8-week interactive workshop covering the ins and outs of project management and training to expand your career opportunities and skill set +

### **Human Resources Specialty Certificate**

- An 8-week workshop covering HR-related duties and training to expand your knowledge and career opportunities. +

**THE SPECIALTY CERTIFICATE COURSES ARE EACH WORTH 25 CAP RECERTIFICATION POINTS!**

*\*Attendance or participation in this bootcamp does not guarantee a passing score on the exam, nor does it replace the independent learning necessary for success on the CAP exam. Candidates should utilize multiple preparation methods and tools.*

*+ Attendance at all sessions and a completed final assessment is mandatory to receive the specialty certificate; participants must hold an active CAP to attend. Final assessments are pass/fail and utilize the tools learned throughout the sessions in a final project or presentation.*

# CAP STUDY BOOTCAMP

2021

**PLANNING TO TAKE THE CAP EXAM EXAM IN 2021?** Studying for an exam can be intimidating and overwhelming, especially if you are preparing on your own. CAP Study Bootcamp is a great way to join your fellow test-takers to connect, share knowledge, and study as a group. Bootcamp also provides dedicated time for self-study, the opportunity to learn from subject matter experts, studying tips, and tools to combat test anxiety from CAP holders.

Unlike in school, when knowledge was delivered by an instructor and you were then tested on that knowledge, certification assesses the knowledge you already possess; this is why there are eligibility requirements to take the CAP exam. Studying helps you put the correct names to theories and concepts you use every day, as well as helps you brush up on skills you may not use on a regular basis.

The CAP Study Bootcamp allows you to interact in small group cohorts with fellow test takers, as well as ask questions of the domain experts from each of the 6 domains. Cohorts will have the opportunity to learn from and ask questions to the domain experts, share knowledge as a group, and spend dedicated time on personal self-study.

Individuals participating in Bootcamp **MUST** read through the CAP Study Guide and have a working knowledge of the 6 Domains before attending. Both the hardy copy and the eReader digital option (which includes highlighting and notes features, and more) are available at a discounted rate with conference registration.

## CAP Exam Domains:

- Organizational Communication
- Business Writing and Document Production
- Technology and Information Distribution
- Office and Records Management
- Event and Project Management
- Operational Functions

# HUMAN RESOURCES SPECIALTY CERTIFICATE

**THIS COURSE IS FOR YOU IF YOU CURRENTLY HANDLE HR-RELATED DUTIES AND DESIRE** more training or if you aspire to expand your knowledge and career opportunities. Even if you don't currently have HR responsibilities, the HR Specialty Certificate will provide insights about workplace trends and how they may impact you. Have you ever wondered about what goes on 'behind the scenes' in field of HR or what an HR Business Partner (HRBP) does? Find out in this course!

The employee lifecycle is about Attracting, Engaging, Developing, Rewarding and Retaining talent. This practical, interesting and interactive course will provide you with a well-rounded understanding of each of the functions of HR. Actual lessons learned, situations, stories and cases will be referenced to further enhance your learning and understanding. You and your peers will then apply your knowledge on how you would handle specific cases.

## Human Resources Overview

- Attract, Engage, Develop, Retain, Reward
- The Employee Lifecycle
- HR Organizational Structures and Job Roles

## HR Disciplines

- Talent Acquisition & Onboarding
- Diversity & Inclusion
- Total Rewards – Benefits, Compensation, Employee Experience
- Employee & Labor Relations

# HUMAN RESOURCES SPECIALTY CONTINUED

- Performance Management & Coaching
- HR Technology
- Learning & Development
- Policies
- HR Analytics/Metrics
- Communications
- HR Projects

## Payroll

- Timekeeping
- Overtime Pay
- Minimum Wage
- Pay Transparency
- Paycheck Distribution
- Employee v. Independent Contractor (Contingent Workers)

## Legal Compliance (U.S.)\*

- Discrimination & Harassment
- Equal Pay
- Family & Medical Leave Act (FMLA)
- HIPAA (privacy)
- ERISA (how plans are governed)
- Americans With Disabilities Act (ADA)
- Workers' Compensation / OSHA
- Reporting / Notices / Recordkeeping

## Current Trends in the Workforce

- Generations in the Workforce
- Demographic Shifts
- Talent & Skill Gaps
- Transformation

## Partnering with HR

- Building Trust
- Strategic Partner Skills/Business Acumen
- Events and Projects
- Organizational Initiatives
- Change Management Techniques
- Self-Development Resources

## Course Assessment / Case Studies

## HR Specialty Certificate Course Outcomes:

- Gain a practical understanding about how each of the HR disciplines fit together in the employee lifecycle
- Engage in interactive discussions around real-life workplace situations
- Learn about laws and potential compliance issues
- Become up-to-date with current trends in the workplace
- Identify ways you can benefit by successfully partnering with HR
- Create a personalized career development plan

*Please note: Information provided should not be construed as legal advice and is for educational purposes only.*

2021



# ORGANIZATIONAL MANAGEMENT SPECIALTY CERTIFICATE



THIS ORGANIZATIONAL MANAGEMENT (OM) SPECIALTY CERTIFICATE COURSE IS EXCLUSIVELY FOR ACTIVE CERTIFIED Administrative Professionals (CAP) designees and offers a deep dive into the following topic areas:

- Organizational Behavior
- Compelling Communication
- Effective Teamwork Skills
- Strategic Planning

**Course Objective:** To enhance your supervisory and leadership skills to further grow professionally through increased knowledge and application of organizational behavior, communication, teamwork, and strategic planning abilities in the workplace.

## Organizational Behavior

- Distinguish between intrapersonal and interpersonal behavior and their impact on your professional advancement
- Interpret the effect diversity has on an organization's success and future growth

## Compelling Communication

- Explain how personality types affect communication styles, professional interactions, and then employ professional communication strategies to meet individual needs
- Employ professional communication to impart influence in the workplace
- Analyze conflict resolution strategies and implement in professional situations

## Effective Teamwork Skills

- Examine how organization's and individual's benefit when employees work in teams
- Demonstrate how to build and maintain a high performing team and manage difficult behavior in team environments

## Strategic Planning

- Describe the importance of processes and procedures in strategic planning
- Demonstrate how to develop a strategic plan to facilitate positive organizational change

# PROJECT MANAGEMENT SPECIALTY CERTIFICATE

ARE YOUR DAYS FILLED WITH JUGGLING PROJECTS, STAFF, CUSTOMERS, AND YOUR "DAY JOB"? Do you need some help engaging your teams, staff, and colleagues in various activities related to your projects? Do you need to improve communication with staff, colleagues, management, vendors and business partners?

## Welcome to Project Management!

Project management is the activity of planning, organizing, and managing tasks and people to achieve the specific goals of a project. This training session will provide the foundational skills associated with structured project-management programs and the effective use of tools and techniques to help manage project activities.

## Attending this project management training session will help you to:

- Identify and manage project goals, objectives, and risks
- Establish a comprehensive communication plan for everyone involved in the project
- Develop schedules using various resources – staff, consultants, volunteers, vendors
- Determine success criteria and quality standards
- Introduce techniques in helping staff, volunteers, and customers adapt to change

Sending a group of admins from the same company? **Enjoy a corporate discount!**

**BOOTCAMP SCHEDULE**

**FEBRUARY 22, 2021**

9:00 – 11:00 a.m. Central Time  
1:00 – 2:30 p.m. Central Time  
3:00 – 3:30 p.m. Central Time

**FEBRUARY 23, 2021**

9:00 – 10:30 a.m. Central Time  
1:00 – 2:30 p.m. Central Time

**FEBRUARY 24, 2021**

9:00 – 10:30 a.m. Central Time  
1:00 – 2:30 p.m. Central Time  
3:00 – 3:45 p.m. Central Time

**BOOTCAMP REGISTRATION** ▶

**SPECIALTY CERTIFICATE COURSES**

**FEBRUARY 8, 2021 – APRIL 2, 2021**

*(see specific details and dates and times of once-weekly live calls on each of the specific registration links)*

**HUMAN RESOURCE REGISTRATION** ▶

**ORGANIZATIONAL MANAGEMENT REGISTRATION** ▶

**PROJECT MANAGEMENT REGISTRATION** ▶

**COST**

**BOOTCAMP IAAP MEMBERS**

\$750

**NONMEMBERS**

\$950

**SPECIALTIES IAAP MEMBERS**

\$750

**NONMEMBERS**

\$950

