

Key Traits of SUCCESSFUL ADMINISTRATIVE PROFESSIONALS



What does it take to be a successful administrative professional today? OfficeTeam and the International Association of Administrative Professionals® (IAAP®) surveyed more than 2,200 administrative professionals and 610 senior managers to find out the most in-demand skills and attributes for support staff.

Top Administrative Skills

While administrative professionals and managers both see organizational skills as important, time management abilities are most valued by supervisors.

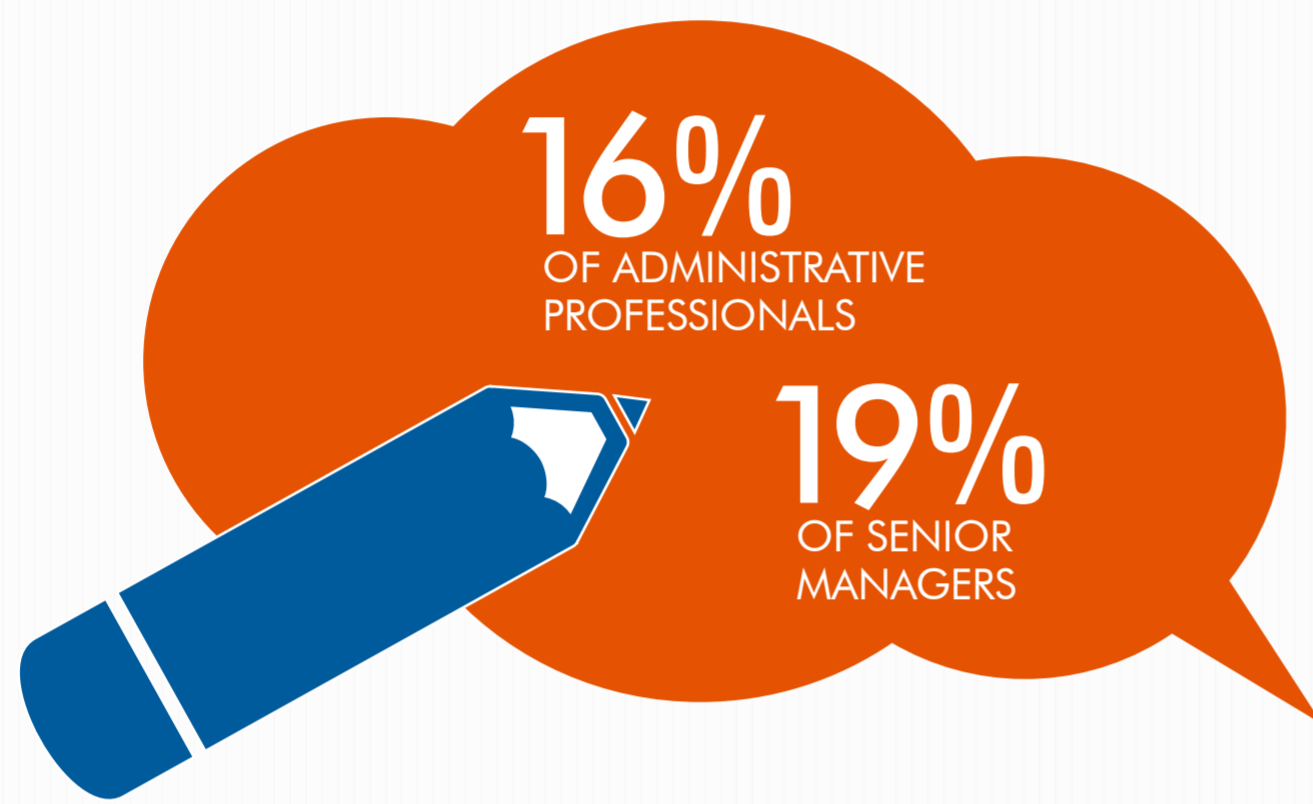
TIME MANAGEMENT



ORGANIZATIONAL



WRITTEN/VERBAL COMMUNICATION



SOFTWARE/TECHNOLOGY



PROJECT MANAGEMENT



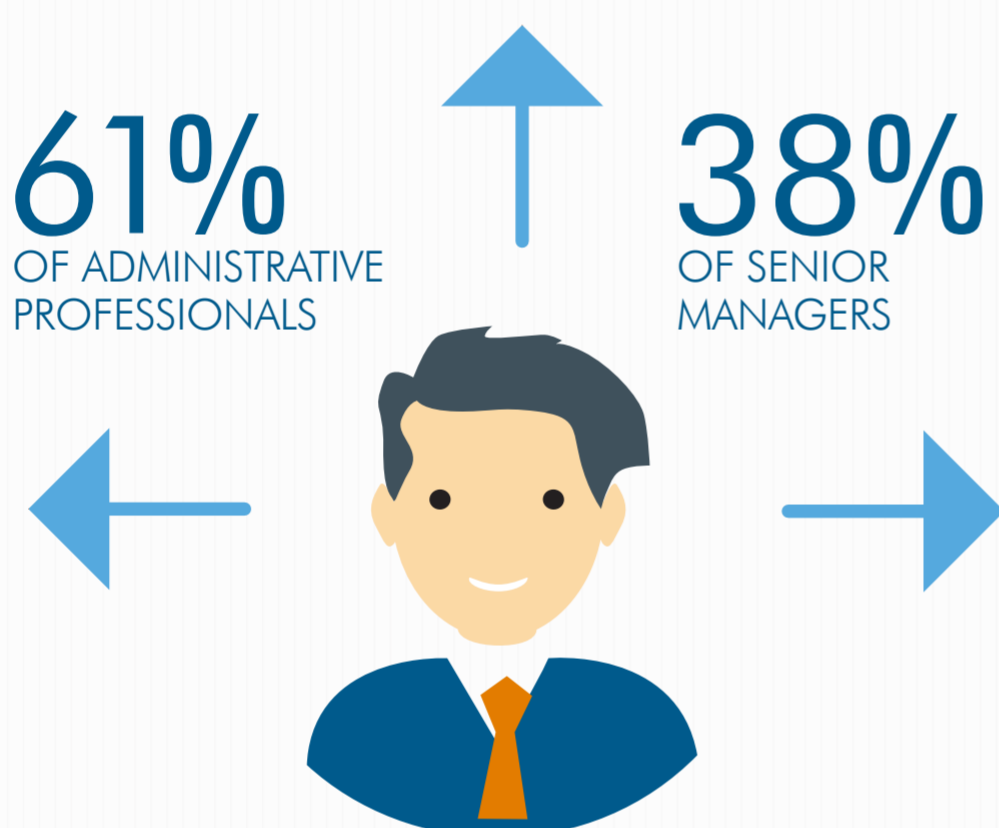
OTHER



Must-Have Attributes

Administrative workers and managers agree that flexibility is the most desirable quality.

FLEXIBILITY/ADAPTABILITY



A POSITIVE ATTITUDE



INITIATIVE



DIPLOMACY/TACT



OTHER



Administrative Staff Have Increased Clout

3 in 5 administrative professionals and managers feel support staff are more valued by their companies than they were 10 years ago.



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