

Procedures & Theory for Administrative Professionals (with CD-ROM) (Administrative Support Concepts)

Patsy Fulton-Calkins, Karin M. Stulz



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In today's dynamic workplace, administrative professionals must be able to adjust to a diversified workforce with emerging technologies and be prepared to function in an expanding and global marketplace. From hard skills to soft skills, PROCEDURES AND THEORY FOR ADMINISTRATIVE PROFESSIONALS, 6e equips you to handle whatever workplace challenges may come your way by providing instruction and activities directed toward technology, communication, and human relations. Its emphasis on critical thinking, creative thinking, and lifelong learning gives you opportunities for unique solutions and ideas. Reflecting a changing marketplace, the sixth edition includes a host of new topics, ranging from business etiquette and ecommerce to globalization and security, and is packed with career tips, professional points, and critical-thinking activities. Comprehensive and practical, this text is an excellent resource for those seeking entry-level assistant positions, preparing for promotion opportunities, or transitioning to a job of greater responsibility.

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