



# Administrative/Executive Assistant Development Program

Program Guide

*Updated January 2026*



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# Program Strategy

The Administrative/Executive Assistant Development Program is a program designed to equip individuals at all stages of their administrative careers with the skills, knowledge, and professional confidence needed to excel in administrative roles across CU Anschutz. Whether participants are just beginning their careers or are experienced professionals looking to enhance their capabilities, this program provides a structured learning pathway that supports ongoing growth and advancement.

The curriculum is divided into three progressive levels, **Entry**, **Intermediate**, and **Senior**, each tailored to address the distinct needs, responsibilities, and experiences of administrative professionals. Participants may choose to complete one, two, or all levels of the program. In order to complete a level, individuals must complete the core requirements. Each level functions as a stand-alone program, allowing individuals to focus on the skills most relevant to their current role, while also being designed to build upon the previous level for those who wish to progress through the full series.

By combining practical skill development with professional growth opportunities, the Administrative/Executive Assistant Program empowers participants to advance their careers, strengthen their impact, and contribute meaningfully to the success of their teams and the broader university community.

## Program Levels

**Entry-Level** is ideal for individuals who are aspiring for a career in, or are new to administrative, office, or business support roles. This level focuses on building a solid foundation of essential skills. Participants will develop practical competencies in administrative operations, time and task management, and professional communication with an ultimate goal of establishing the confidence and knowledge needed for individuals to succeed in entry-level administrative and other support roles.

**Intermediate-Level** is designed for participants with existing administrative, office and/or business support experience. This level expands upon foundational skills to enhance effectiveness in more complex work environments. Participants will strengthen their abilities in project coordination, advanced communication, and workplace collaboration, while also developing emerging leadership, problem-solving and critical thinking skills.

**Senior-Level** is intended for seasoned administrative, office and/or business support professionals within the university. This level emphasizes strategic thinking and leadership at the organizational level. Participants will explore topics such as long-term planning, decision-making, and participating in high-stakes conversations, preparing them to contribute to departmental goals and lead with confidence across the CU Anschutz community.



## Who should participate in this program?

Across the CU Anschutz campus, many roles can benefit from the skills and competencies covered in this curriculum. The job titles listed below are examples and **do not** represent a complete list of all roles pertaining to this program.

### **Administrative Assistant I, II, III**

Managing administrative tasks, scheduling, and communication within a department.

### **Administrative Coordinator**

Handling logistics, scheduling, and administrative tasks for a team or department.

### **Administrative Manager**

Overseeing administrative staff, processes, and office efficiency.

### **Business Services Professional**

Handling calendar management, meeting logistics, travel, faculty credentialing, purchasing, and policy compliance.

### **Executive Assistant**

Providing high-level administrative and strategic support to senior leaders, helping manage priorities, communication, and operations.

### **Event Coordinator**

Planning and executing events, managing logistics, vendors, and schedules.

### **Faculty Support Assistant**

Providing comprehensive administrative support including scheduling, meeting logistics, document preparation, committee support, and recruitment support for faculty.

### **Office Administrator**

Focusing on maintaining efficient office processes and supporting daily operations.

### **Office Coordinator**

Organizing office activities and supporting teams.

### **Office Manager**

Overseeing office operations, coordinating resources, and managing administrative staff.

### **Operations Coordinator**

Coordinating processes, logistics, and resources for smooth operations within an organization.

### **Project Coordinator**

Managing multiple project components by coordinating timelines, resources, and communication, and by proactively supporting successful project outcomes.



# Entry-Level Core Curriculum

The entry-level curriculum is ideal for those starting in administrative or support positions. This level offers a foundation by which to prepare new professionals for future growth and success. The entry level curriculum is ideal for those starting in administrative support positions.

Key areas include:

- **Core Duties:** Manage files, handle correspondence, and oversee workflows for smooth operations.
- **Time Management:** Prioritize tasks, set deadlines, and use calendars/lists to stay on track.
- **Effective Communication:** Write clear emails, answer calls professionally, and interact confidently.
- **Office Technology:** Learn essential software (word processors, spreadsheets) and basic office tools.
- **Customer Service:** Represent the organization by greeting visitors, responding to inquiries, and providing information.
- **Professional Relationships:** Understand workplace dynamics and build strong, diverse team connections.



Core Curriculum	Duration	Cost	Course Competencies	Completion Date
<a href="#">Extended DISC*</a>	3.5 contact hrs.	\$0	Leading Self Leading Others and Teams	
<a href="#">The Path to Exceptional Productivity</a>	5 contact hrs.	\$0	Leading Self Leading Programs and Projects	
<a href="#">Understanding Emotional Intelligence</a>	3.5 contact hrs.	\$0	Leading Self Leading Others and Teams	
<a href="#">Writing SMART Performance Goals</a>	3 contact hrs.	\$0	Leading Others and Teams	
<a href="#">Career Essentials in Administrative Assistance</a>	11 contact hrs.	\$0	Not Applicable - e-learning module	
<a href="#">Unlocking Productivity with the Microsoft365 Copilot App**</a>	1 contact hr.	\$0	Not Applicable - e-learning module	
<a href="#">Microsoft Office Accessibility for Beginners</a>	0.5 contact hrs.	\$0	Not Applicable - e-learning module	
<a href="#">Digital Accessibility for the Modern Workplace</a>	1 contact hr.	\$0	Not Applicable - e-learning module	

*\*Note: This course involves a communication assessment. There is no charge to attend this class, but there will be a minimum of a \$30 fee for no-shows, cancellations (without rescheduling), or if the assessment is taken twice. Please see our [L&D Cancellation Policy for Courses with a Cost](#) for more information.*

*\*\*Note: Please visit the [OIT website](#) for a list of current AI tools approved for use within the university setting.*



## Entry-Level Supplemental Curriculum

The following courses are not required for program completion. They are offered as supplemental learning opportunities to support and enhance participants' personal and professional growth.

Supplemental Course Options	Duration	Cost	Learning Platform
<a href="#">Getting Started with Microsoft Word</a>	2 contact hrs.	\$0	LinkedIn Learning
<a href="#">PowerPoint Essential Training (Microsoft365)</a>	2.5 contact hrs.	\$0	LinkedIn Learning
<a href="#">Zoom Essential Training</a>	1.5 contact hrs.	\$0	LinkedIn Learning
<a href="#">Learning DocuSign</a>	0.5 contact hrs.	\$0	LinkedIn Learning
<a href="#">Excel Essential Training</a>	2.5 Contact hrs.	\$0	LinkedIn Learning
<a href="#">Microsoft Teams Essential Training</a>	3.75 contact hrs.	\$0	LinkedIn Learning
<a href="#">Outlook Essential Training Microsoft365</a>	2 contact hrs.	\$0	LinkedIn Learning
<a href="#">Critical Thinking for Better Judgment and Decision Making</a>	1 contact hr.	\$0	LinkedIn Learning
<a href="#">CoPilot Prompt Engineering Bootcamp**</a>	2 contact hrs.	\$0	Percipio Instructor-Led Course
<a href="#">CU: Procurement Fundamentals</a>	0.5 contact hrs.	\$0	CU E-Learning Course

**\*\*Note:** Please visit the [OIT website](#) for a list of current AI tools approved for use within the university setting.



# Entry-Level Administrative/Executive Assistant Program Submission

Name:

CU Email:

Employee ID:

Job Title:

Department:

With this signature I certify that I completed all the Core Curriculum requirements on the dates recorded in the Completed Date column of the tracker.

All completed dates must be entered into the tracker prior to submission. Please submit to L&D by emailing this tracker to [HR.TrainingRegistration@cuanschutz.edu](mailto:HR.TrainingRegistration@cuanschutz.edu). L&D will confirm the completion and issue a Credly badge within a month of receiving the form.



## Intermediate-Level Core Curriculum

Ideal for those with a solid foundation in administrative or business support work, the intermediate level is designed to advance core skills and increase organizational impact. This stage supports professionals including executive assistants, administrative coordinators, and business support staff who are building on established competencies and stepping into more complex responsibilities.

The emphasis at this level is on expanding skill sets, strengthening decision-making and communication abilities, and developing the confidence needed to operate effectively with greater autonomy.

Key areas include:

- **Project Management:** Plan, execute, and oversee projects. Define scopes, manage timelines, allocate resources, and mitigate risks.
- **Advanced Communication:** Strengthen verbal/written skills, active listening, negotiation techniques, and presentations.
- **Foundational Leadership:** Develop decision-making, problem-solving, team-building, and motivational strategies.

### *Special Note: Understanding Requirements at the Intermediate Level*

At the intermediate level participants take on greater independence and more complex responsibilities, requiring a broader understanding of the CU Anschutz environment. While formal program requirements are reduced, learning becomes more role specific and varies across departments and business units.

The program allows flexibility for on-the-job training and department-specific systems as real-world responsibilities increase. To support success at this level, additional skill development is strongly encouraged in:

- CU Marketplace – procurement and vendor processes
- Concur – travel and reimbursement compliance
- Foundational Finance Training at CU Anschutz – account codes, reconciliation, and financial policies
- Human Capital Management (HCM) - employee life-cycle processes and core HR transactions

Additional details are available in the [Supplemental Curriculum](#) and [Digital Resources](#) section of this guide.



Core Curriculum	Duration	Cost	Course Competencies	Completion Date
<a href="#">Conflict Resolution Styles - Using the TKI</a>	3 contact hrs.	\$0	Leading Self Leading Programs and Projects	
<a href="#">The Essential Skills for the Unofficial Project Manager</a>	3 contact hrs.	\$0	Managing the Organization Leading Programs and Projects	
<a href="#">Fundamentals of Continuous Improvement Methodology and Culture</a>	2 contact hrs.	\$0	Managing the Organization Leading Programs and Projects	
<a href="#">Lead with Trust: Inspiring Greatness in Teams</a>	3 contact hrs.	\$0	Leading Self Leading Others and Teams	
<a href="#">Understanding Emotional Intelligence</a>	3.5 contact hrs.	\$0	Leading Self Leading Others and Teams	
<a href="#">Essential New Skills in Professional Administration</a>	5 contact hrs.	\$0	Not Applicable - e-learning module	
<a href="#">The AI-Driven Project Manager: 10X Your Productivity with Generative AI**</a>	0.75 contact hrs.	\$0	Not Applicable - e-learning module	
<a href="#">Accessibility-First Design</a>	0.5 contact hrs.	\$0	Not Applicable - e-learning module	

**\*\*Note:** Please visit the [OIT website](#) for a list of current AI tools approved for use within the university setting.



## Intermediate-Level Supplemental Curriculum

The following courses are not required for program completion. They are offered as supplemental learning opportunities to support and enhance participants' personal and professional growth.

Supplemental Course Options	Duration	Cost	Learning Platform
<a href="#">Leading Virtual Meetings</a>	0.5 contact hrs.	\$0	LinkedIn Learning
<a href="#">Skills for Inclusive Conversations</a>	1 contact hr.	\$0	LinkedIn Learning
<a href="#">From Bystander to Upstander</a>	1 contact hr.	\$0	LinkedIn Learning
<a href="#">Miss Excel's Top Productivity Hacks</a>	1 contact hr.	\$0	LinkedIn Learning
<a href="#">Critical Thinking for Better Judgment and Decision Making</a>	1 contact hr.	\$0	LinkedIn Learning
<a href="#">CU: Procurement Card Cardholder Training</a>	0.3 contact hrs.	\$0	CU E-Learning Course
<a href="#">CU: IT Procurement</a>	0.5 contact hrs.	\$0	CU E-Learning Course
<a href="#">CU: Travel and Travel Card Training</a>	0.5 contact hrs.	\$0	CU E-Learning Course



# Intermediate-Level Administrative/Executive Assistant Program Submission

Name:

CU Email:

Employee ID:

Job Title:

Department:

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## Senior-Level Core Curriculum

Senior-level administrative professionals including executive assistants, senior business support staff, and advanced administrative staff, play a vital role in supporting leaders, units, and strategic priorities across CU Anschutz. Individuals at this level are highly experienced, operate with autonomy, and are trusted partners in ensuring the smooth and effective functioning of their departments.

This stage of the program is designed for seasoned professionals who are prepared to deepen and refine their expertise. The focus shifts toward long-term planning, advanced decision-making, participating in high-stakes conversations, and strategic skills needed to operate confidently in complex environments.

Key skills include:

- **Technical:** Advanced MS Office, scheduling, secure data management, and tech-savviness (Zoom, Trello, CRM).
- **Communication:** Clear verbal/written skills, strong relationships, and active listening.
- **Organization:** Effective time management, multitasking, and event planning.
- **Problem Solving:** Critical thinking and independent decision making.
- **Business Understanding:** Industry awareness, business acumen, and confidentiality.
- **Emotional Intelligence:** Empathy, adaptability, and stress management.

Mastery of these skills enables executive assistants and other senior-level administrative roles to support executives more effectively and contribute to overall organizational success.



Core Curriculum	Duration	Cost	Course Competencies	Completion Date
<a href="#"><u>Crucial Conversations*</u></a>	16 contact hrs.	\$300 In-Person \$250 Virtual	Leading Self Leading Others and Teams	
<a href="#"><u>Lead with Your Strengths*</u></a>	3 contact hrs.	\$50	Leading Self Leading Others and Teams	
<a href="#"><u>Presentation Advantage</u></a>	8 contact hrs.	\$0	Managing the Organization	
<a href="#"><u>Understanding Emotional Intelligence</u></a>	3.5 contact hrs.	\$0	Leading Self Leading Others and Teams	
<a href="#"><u>Amplify Critical Thinking with Gen-AI</u></a>	1 contact hr.	\$0	Not Applicable - e-learning module	
<a href="#"><u>Accessibility for Managers and Non-Designers</u></a>	2 contact hrs.	\$0	Not Applicable - e-learning module	

*\*Note: Prices are subject to change based on vendor pricing for materials. The Learning and Development team will confirm the final cost with registered attendees before registration is finalized and speedtypes are charged.*



## Senior-Level Supplemental Curriculum

The following courses are not required for program completion. They are offered as supplemental learning opportunities to support and enhance participants' personal and professional growth.

Supplemental Course Options	Duration	Cost	Learning Platform
<a href="#">Master Microsoft Word</a>	8 contact hrs.	\$0	LinkedIn Learning
<a href="#">Master Microsoft PowerPoint</a>	10 contact hrs.	\$0	LinkedIn Learning
<a href="#">Running and Managing Zoom Webinar</a>	1 contact hr.	\$0	LinkedIn Learning
<a href="#">Developing Executive Presence</a>	1 contact hr.	\$0	LinkedIn Learning
<a href="#">Critical Thinking for Better Judgment and Decision Making</a>	1 contact hr.	\$0	LinkedIn Learning
<a href="#">Organization Tips for Event Marketing</a>	1 contact hr.	\$0	LinkedIn Learning
<a href="#">Excel: Advanced Formulas and Functions</a>	5 contact hrs.	\$0	LinkedIn Learning



# Senior-Level Administrative/Executive Assistant Program Submission

Name:

CU Email:

Employee ID:

Job Title:

Department:

With this signature I certify that I completed all the Core Curriculum requirements on the dates recorded in the Completed Date column of the tracker.

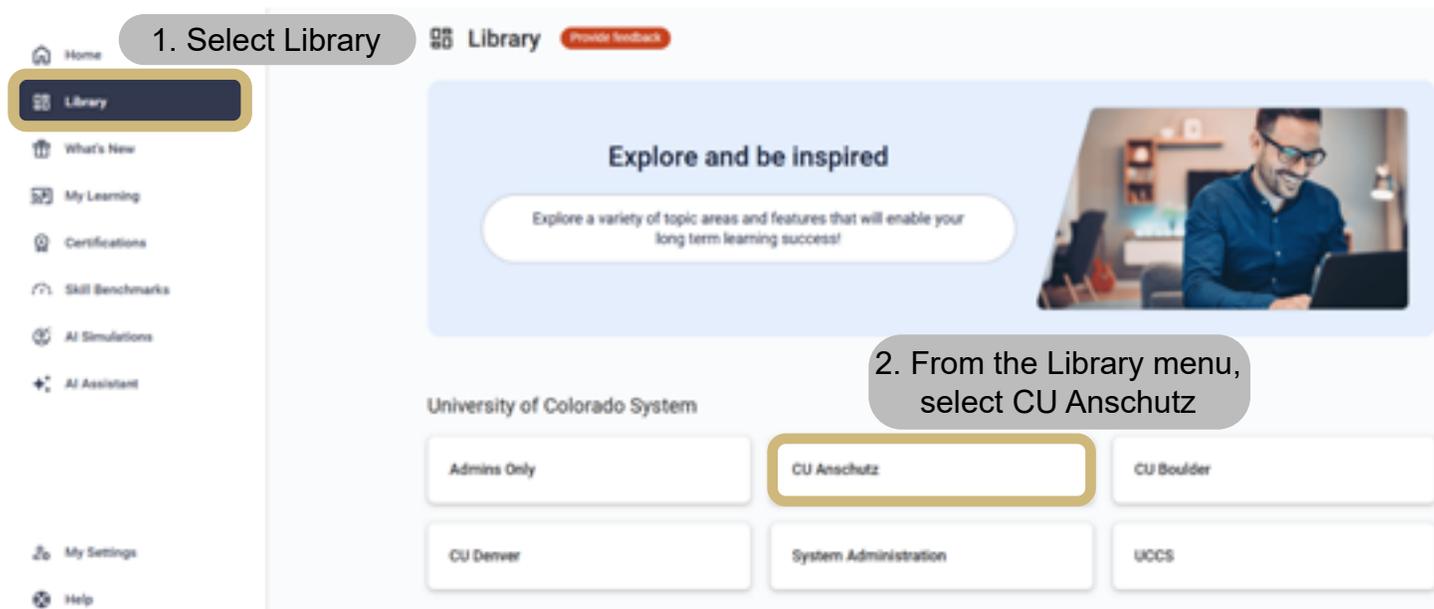
All completed dates must be entered into the tracker prior to submission. Please submit to L&D by emailing this tracker to [HR.TrainingRegistration@cuanschutz.edu](mailto:HR.TrainingRegistration@cuanschutz.edu). L&D will confirm the completion and issue a Credly badge within a month of receiving the form.



# Accessing the Learning Journey in Percipio

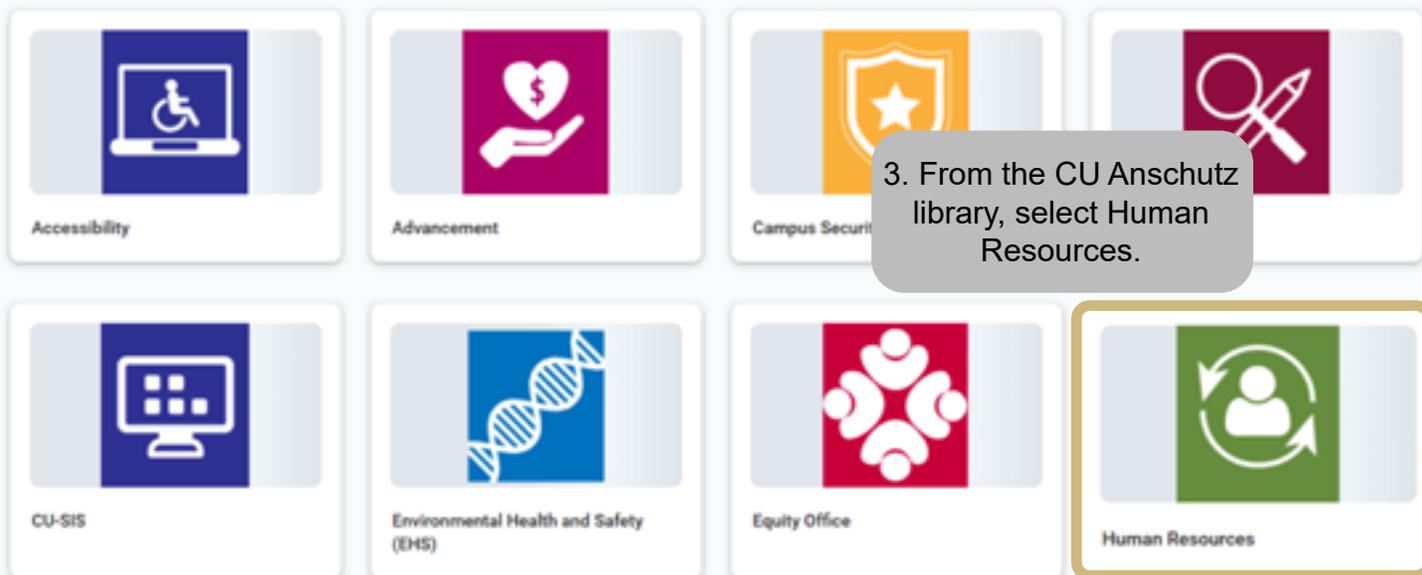
Access Percipio through your campus portal. Once logged into Percipio, select:

1. Library
2. CU Anschutz
3. Human Resources
4. Administrative/Executive Assistant Journey



## CU Anschutz

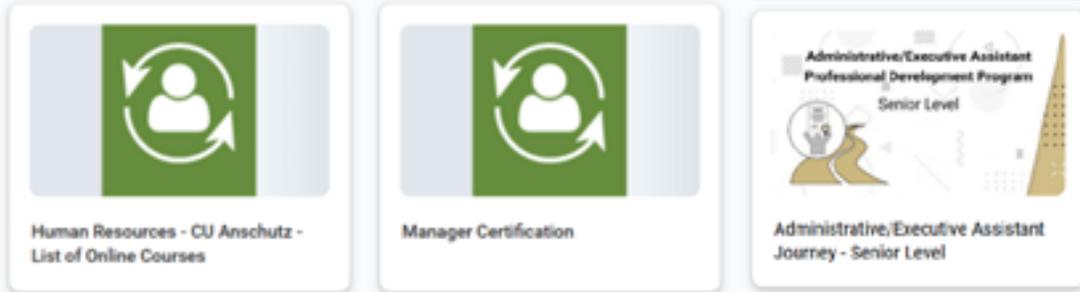
### Related Subjects



# Human Resources

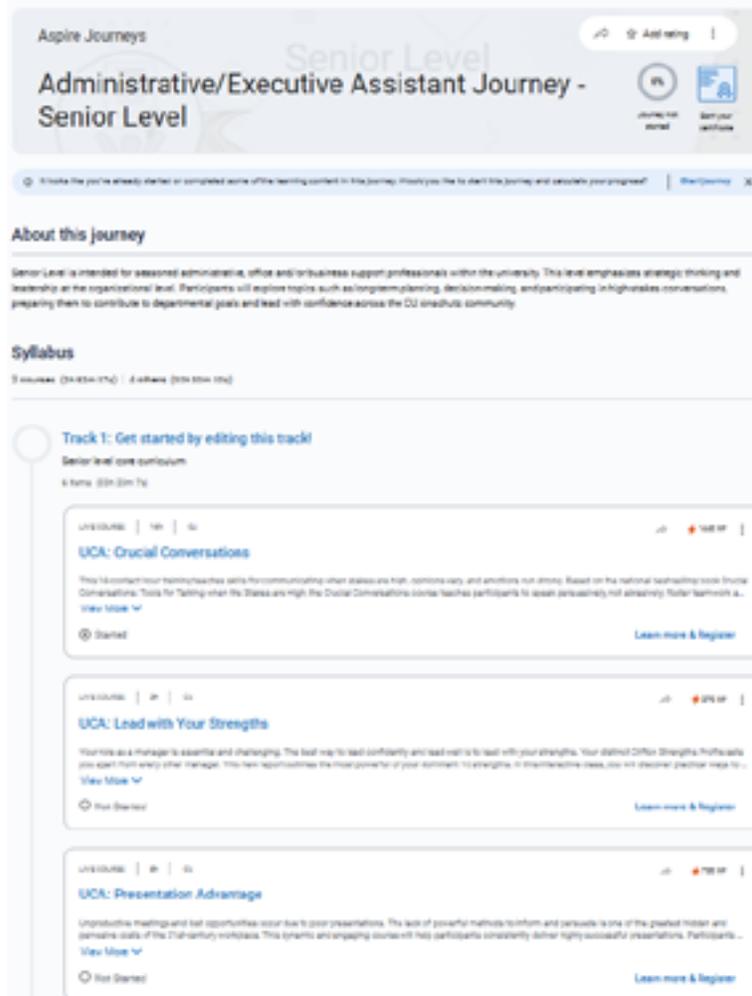
## Channels/Journeys

4. Locate the Administrative/Executive Assistant Journey



## Working within the Journey

Once in the Journey, you will be able to complete courses, monitor progress toward completion, sign up for courses and complete e-learning courses. Each section of the journey is reviewed below.



## Required Courses

Complete all required e-learning courses listed in the journey.

The screenshot shows two course cards. The first card is for 'UCDJAMC: Writing SMART Performance Goals', a live course with a 'Not Started' status. It features a 'Register for ILTs' button and a 'Learn more & Register' button. The second card is for 'Career Essentials in Administrative Assistance by Microsoft and LinkedIn', a learning path with a 'Not Started' status. It features a 'Complete e-learning courses' button and a 'Watch' button.

## Optional Resources

Register and track progress in the Optional Resources section at the bottom of the page. Click the arrows to view all courses listed in this section.

The screenshot displays the 'Optional Resources' section, which is optional. It includes a sub-section for 'Entry Level Supplemental Curriculum'. A callout box points to a down arrow icon, instructing the user to 'Select the down arrow to view all supplemental resources.' Below this, four course cards are shown: 'Getting Started with Microsoft Word' (Learning Path), 'PowerPoint Essential Training (Microsoft 365)' (Course), 'Zoom Essential Training' (Course), and 'Learning DocuSign' (Course). A callout box points to a right arrow icon, instructing the user to 'Scroll to view all options.' Another callout box at the bottom left points to the course cards, instructing the user to 'Register and track progress on supplemental courses.'



## Digital Resources - Quick Access

### Finance and Procurement Resources:

- [Concur](#): The Concur Travel and Expense system is a solution accessed through the CU portal managed by the Procurement Service Center.
- [CU Marketplace](#): The CU Marketplace Learning Resources page provides University of Colorado system users with training materials, guides, and support resources to help navigate procurement processes, purchasing workflows, and vendor management in CU Marketplace. It is designed to support employees in completing purchasing tasks accurately and in compliance with university policies.
- [Travel](#): The University of Colorado's managed travel program supports the robust and complex travel needs of all individuals who travel on university business.
- Finance courses serve as access requirements for completing journal entries in PeopleSoft Finance (PSFT). Verify whether you need access to these systems before completing finance courses. Additional details can be found on the [Fiscal Compliance Website](#).

### General Resources:

- [CIW & Cognos](#): The Central Information Warehouse (CIW) is CU's system-wide data repository for information sourced from administrative systems such as Human Capital Management (HCM) and Finance and Student Information System (CU-SIS). As a repository for all of CU's data, users can access this one-stop source for federal and state reporting, even if the data has been deleted from the original admin system.
- [Outlook Directory](#): Directory for the University of Colorado (all-campus).
- [Emergency Management](#): The Emergency Management Division at the University of Colorado Anschutz provides guidance and support in the realm of emergency preparedness for the campus community.
- Institutional Knowledge Trainings: Consider attending the free monthly [Educational Toolbox Series](#) to learn more about specific topics and leaders on campus.



## HCM Resources:

- [Human Capital Management System \(HCM\)](#): Human Capital Management (HCM) is a human resources solution that helps manage and develop employees and increase engagement.
- [HCM Getting Started](#): This guide describes a few tasks to help new users get started with HCM.
- [HCM Access and Training](#): This guide describes a few tasks to help new users get started with HCM.
- [Expand your HCM knowledge with recorded webinars](#): Watch the following webinars in any order as the content relates to your job role. All webinars are 45-60 minutes long.

## Information Strategy & Services:

- [Information Security and IT Compliance](#): Welcome to Information Security and IT Compliance. Together, we can keep our university information secure.
- [Microsoft Outlook Email Access](#): All email lives in the cloud at Microsoft 365 and is accessible from any device, anywhere.
  - Learn how to use Outlook to view [org charts](#) for CU Anschutz staff and faculty.
- [OIT Access](#): Commonly used OIT tools, services, and resources for faculty and staff.
- [OIT Help](#): The Service Desk provides front line technology service and support for students, faculty, and staff at CU Anschutz.
- [Remote Tools and Software Access](#): These tools such as Zoom and Teams allow you to have virtual meetings, online chats, and connect remotely to your files and Anschutz resources.
- [Tools and Services](#): Browse all OIT tools and services or search for a specific tool or service using the search box or filters.



## CU Structure, Leadership & Connection:

- [CU System Administrative Structure](#): Provides terminology and definitions of academic and administrative roles across all campuses.
- [CU Anschutz Leadership](#): Provides information on campus leadership, including the Chancellor, Vice Chancellors, Executive Vice Chancellors, and Deans.
- [A Place to Connect](#): A resource that supports community building and engagement across the campus.
- [Affiliate Hospitals](#): Healthcare organizations that partner with CU Anschutz to support education, clinical care, and research. These partnerships vary by school, department, and program and often include clinical training sites and faculty with CU Anschutz academic appointments.
- [CU Anschutz History](#): Provides historical insight on the history of the CU Anschutz campus and schools. A self-guided history walking tour map is also included.

## Event Planning Resources:

- [CU Events Calendar](#): See what events are taking place on campus or request for an upcoming work-related event to be added to the calendar.
- [EMS: Requesting Rooms and Resources](#): This system is used to schedule classrooms and conference rooms, multipurpose meeting rooms, computer teaching labs, small group rooms, lecture halls, and auditoriums as well as AV equipment and facilities services.
- [Event Planning Resources](#): This is an excellent place to start when planning events on campus since it serves as a robust resource on navigating all the logistical event planning complexities from adhering to event policies to securing campus spaces or services.

