

The Top Ten **PowerPhrases** for Admins

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Over my many years of speaking with and writing for administrative professionals, I've collected hundreds of phrases to help admins find the perfect words to cut through the chaos of our beyond-busy world. Here are the most popular ones:



ADMINISTRATIVE DEADLINE

#1

Too many managers figure the deadline is ten minutes before a project is due, forgetting that it takes time for admins and office pro's to put final touches on them. Get managers used to the phrase "administrative deadline". That term solidifies the concept of setting time for the admin role. For example, use phrases like:

- ❖ If the drop-dead deadline for this is (date), the administrative deadline needs to be (date).

Use the term administrative deadlines until you hear others use it, too. That's your signal that your part in the success of projects is acknowledged and understood.

YOUR PROFESSIONAL OPINION

#2

Promote respect for the admin profession. That enhances respect for your own professionalism. Refer to your profession and your professional opinion with phrases like:

- ❖ I have a professional opinion about that.

I'M NOT GOING THERE

#3

I was providing training for a group of admins who asked about how to stop gossip. I didn't have to answer that one – someone else answered for me. She tells people,

- ❖ I like working here and I want to keep it that way. Please don't try to draw me in to criticism (gossip and rumors).

DISCRETIONARY TIME

#4

If you work 40 hours a week and 30 hours of your time is scheduled for you, you have 10 hours of discretionary time each week. That means if someone lands a 5-hour project in your lap, they are asking for half of your week's discretionary time. Make the concept of discretionary time concrete. Refer to discretionary time with phrases like:

- ❖ Between now and Friday I expect to have four hours of discretionary time. To do this project correctly would take at least six hours. Can we move the deadline?

DEPUTIZED

#5

Sometimes it's necessary and valuable to ask your manager to let people know you have the authority to speak on his or her behalf. One admin said it made a world of difference when her manager told the entire office that "when Jana opens her mouth, my voice comes out". If that kind of support can help you be effective, ask for it. Say:

- ❖ The staff needs to hear from you that I speak with your authority in this issue.

INTERRUPTION DETERRENT

#6

While you want to be accessible when needed, unnecessary interruptions can inhibit your productivity. One admin said when someone tries to interrupt her when she has a deadline, she asks,

- ❖ Can it wait?

Usually it can. Often people find their own answers. If it can't wait, the question encourages people to be quick. It gets people to think before interrupting.

MEETING REQUEST

#7

It can be difficult to get a manager's attention. Many admins find that when they specify the number of questions and the amount of time required, managers will give them the consideration they need. For example, say,

- ❖ I have three questions for you and I need five minutes of your time.

WORKLOAD MANAGEMENT

#8

It's not your manager's job to manage your workload. It's yours. Let your manager know if your workload is getting out of control. When asked to do something that would overload the schedule, many admins will say,

- ❖ What can we delegate out so I can give this new project the time it deserves?

RESPECT

#9

Grace often gets lost in our beyond-busy world. While you don't want to be overly sensitive, there are times to let people know you will not tolerate being treated poorly. Here's a phrase you can use.

- ❖ I'm a professional and I expect to be treated as one.

PARTNERSHIP

#10

The partnership model is increasingly common these days. Use words and language that speak of being partners and on a team. "We" is a strong one as is,

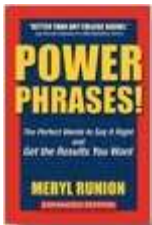
- ❖ I like being on your team.

These phrases will help you do an amazing job as an administrative professional. There are many more where these came from. PowerPhrases! And SpeakSTRONG are excellent sources of phrases.

When you're looking for a phrase on the spot, remember the Ultimate Communication Formula and

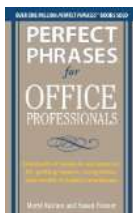
Say what you mean, and mean what you say,
without being mean
when you say it.

Phrase books give you quick wording when you need it – and you don't even need to read them cover to cover



My SpeakSTRONG and PowerPhrases! books are packed with phrases that will give you the words you need FAST. And you don't even need to read them cover to cover to benefit. Just keep them handy for when you need them.

Coming in July – Perfect Phrases for Office Professionals. Hundreds of ready to Use Phrases for Getting Respect, Recognition and Results.



Don't settle for ten phrases when you can have hundreds that address the situations you face each day. I wrote this with Susan Fenner, who is the education director at the International Association of Administrative Professionals. I'm all about phrases. She's all about admins. The book is powerful.

Bring me in for an hour or even a full day of practical information about what to say to get respect, recognition and results in our beyond-busy world

I had one admin tell me this information saved her job. Why? Because it showed her exactly how to ask for what she needed and collaborate assertively to be effective in her position. Her manager told her they would never have a good working relationship. She set out to prove him wrong and did.

If a few phrases can make a huge difference – and my years of sharing phrases has proven that they do – imagine what an entire day of learning how to communicate to win

respect, recognition and results can accomplish. Talk to me about a keynote, breakout session or entire day of training.

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**PowerPHRASES
are a lot like having
a communication expert
sitting on your desk
talking you through the tight spots.**

