



Star Savers™



More than 100
Quick Tips from the
Highly-Acclaimed
Star Achievement Series®
by Joan Burge

JOAN
Burge



**OFFICE
DYNAMICS**
INTERNATIONAL

800-STAR-139



For additional educational and
inspirational materials,
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JoanBurgeBIGLife.com.

If you want access to our educational and
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(The original Star Achievement Series® was written in 1990 and has had 15 updates and enhancements over 22 years.
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Publisher:

Office Dynamics International
2766 Evening Rock Street
Las Vegas, NV 89135
800-STAR-139
OfficeDynamics.com

Welcome to Star Savers™!

Star Savers™ are quick tips, tricks and techniques to help you become a star-performing employee. Star Savers™ are taken from my highly-acclaimed, philosophy-based, flagship training program called the Star Achievement Series®. Star Savers™ appear in the participant workbooks at the end of a chapter topic.

The Star Achievement philosophy says that you have the ability to be a star in your profession; it takes the right combination of attitude, skill, teamwork and strategy.

To get the most from the Star Savers™, you should review the entire booklet and then . . .

1. Highlight the tips that you really want to work on or incorporate at work.
2. Select one page of Star Savers™ to focus on each week.
3. Print one of your favorite pages/topics and post it at your work area.
4. Within one topic page, prioritize the order in which you will implement the actions, i.e., 1, 2, 3.
5. Use Star Savers™ for a mini-training session. Discuss how these techniques and tips can be transferred to your workplace.
6. Share Star Savers™ ideas at your department meetings. Just be sure to keep all copyright notices intact.
7. Hold a weekly contest. Share Star Savers™ with peers and have them submit a short story of how they implemented one of the Star Savers™ at work that week.
8. Star Savers™ can be great icebreakers or conversation generators.



Well, I hope you love Star Savers™ and find the information useful. If you would like to learn more about the Star Achievement Series® training program either for yourself or your organization, please call Michele Clucas at 800-STAR-139!

May you always reach for the stars!

Joan Burge
Founder and CEO
Office Dynamics International



Joan Burge

Founder and CEO

A Vision of Excellence

A Vision of Change

A Vision for the Next Generation Assistant

Joan Burge is known as the red-lipstick-wearing “Rock Star” of administrative and executive assistant training, and a successful entrepreneur who in 1990 founded a movement to help administrators see themselves as professionals so they could excel in business.

Joan is an accomplished author, speaker, consultant and corporate trainer. She created a business in an untapped niche, overcoming monumental obstacles involving corporations’ and managers’ attitudes, prejudices and stereotypes about executive assistants and administrative professionals.

She dedicated herself to inspiring excellence and encouraging administrative professionals to reach for the stars! Her company, Office Dynamics International, is a global industry leader offering a broad range of solutions and providing high-performance, sophisticated executive and administrative assistant training and coaching.

One thing is clear: Executive assistants, their executives, HR business partners, administrators and managers have come to rely on Office Dynamics International, because “only Joan is Joan.” Joan Burge is an original: the foremost expert in the demanding field of management support. She put in the hard work and high investment required to earn the reputational excellence and uncompromising trust of leaders in business. She illuminates and empowers through her teaching, building better work relationships and higher levels of communication between executives and their assistants.

Only Joan is Joan.

Joan Burge is an original. She revolutionized in-depth training & development programs & opportunities for Administrative Professionals and has been a real game-changer since 1990. Office Dynamics is a well-established brand.

Joan’s never-ending quest to provide premier educational programs and information has earned the respect of elite clients including Cisco Systems, The Boeing Company, Humana Inc., Procter & Gamble, Nationwide Insurance, and Chevron Corporation.

Joan is best known for her highly-acclaimed Star Achievement Series® course. This flagship training program has inspired thousands of administrative professionals to achieve excellence. Through this certification course, administrative professionals can earn a curriculum-based designation, the CEAP (Certified Executive Administrative Professional).

She is the creator and host of the “*Event of Distinction*” Annual Conference for Administrative Excellence™ (started in 1993); the *World Class Assistant*™ Certification course; more than 40 customized workshops and seminars for executive and administrative assistants. She has authored 8 books; 4 for administrative and executive assistants.

See Joan’s extensive background as an industry expert,
passionate advocate, creator of unique and specialized training through
premier coaching & mentoring at **OfficeDynamics.com/CEO.**

At Office Dynamics International, We Passionately Believe

- ★ The administrative role is a noble calling.
- ★ In a “Career of Choice” mentality.
- ★ “Falling into a job” will never compare to “falling in love with your career.”
- ★ A sophisticated, modern executive assistant is an extension of the executive.
- ★ Administrative professionals are strategic partners in business success.
- ★ “Administrative” cannot be separated from “professional.”
- ★ This vibrant profession is continuously expanding to encompass higher levels of responsibilities and broader, dynamic opportunities.
- ★ Succession planning for administrative professionals is critically necessary to ensure future success in every industry and every business, regardless of size.
- ★ Technical skills can be gleaned, but behavior must be taught. There is a spectrum of professional administrative behaviors necessary to ensure successful executive support and business success.
- ★ Teaching transformational principles focused on the whole person, with emphasis on career and a holistic approach to work will set the star-performing assistant apart.
- ★ Raising the attainable level of excellence, sustained by consistent behavior modification, has life-long impact.

We passionately believe and know that when a company invests in professional development for their administrative community, the entire company wins.



Star Savers™

Quick Tips from the
Highly-Acclaimed
Star Achievement Series®
by Joan Burge

Leveraging Criticism



**Star Performers accept
criticism and use it to
their advantage.**

**Understand that
criticism is a gift.**

Let defensive feelings go.

**Don't take the
criticism personally.**

**Disregard facial expressions
and tone of voice.**

Look for the lesson.

Star Savers™

Transcending Challenging Personality Styles



Expect the unexpected.

**Take a short break before
approaching the individual.**

Don't act like a victim.

Attack the problem, not the person.

Weigh the situation and consequences.

Stay calm and collected.

**Remind yourself that this person
may just be having a bad day.**

Ask questions to clarify the issue.

Listen.

**Remind yourself that
this person is just as
valuable as you are.**

Use humor.

Star Savers™

Maintaining a Star Attitude



Don't fight fate.

Know your job inside and out.

Be prepared. Anticipate potential problems and solutions.

Don't promise more than you can realistically produce.

Take a break. Have a beverage or take a short walk.

Work efficiently. Don't procrastinate.

Keep your wits about you. Do not become distracted.

Make sure you have all relevant information before making a decision.

Keep an attitude that says, "I will get this done."

Stay light-hearted. Learn to laugh at yourself and at situations that could otherwise be stressful.

Focus on answers, not problems.

Star Savers™

Preparing For The Future



Accept the need to adapt
quickly to change.

Set goals for personal career
development.

Take the initiative regarding
your own professional
development.

Keep up your networking.

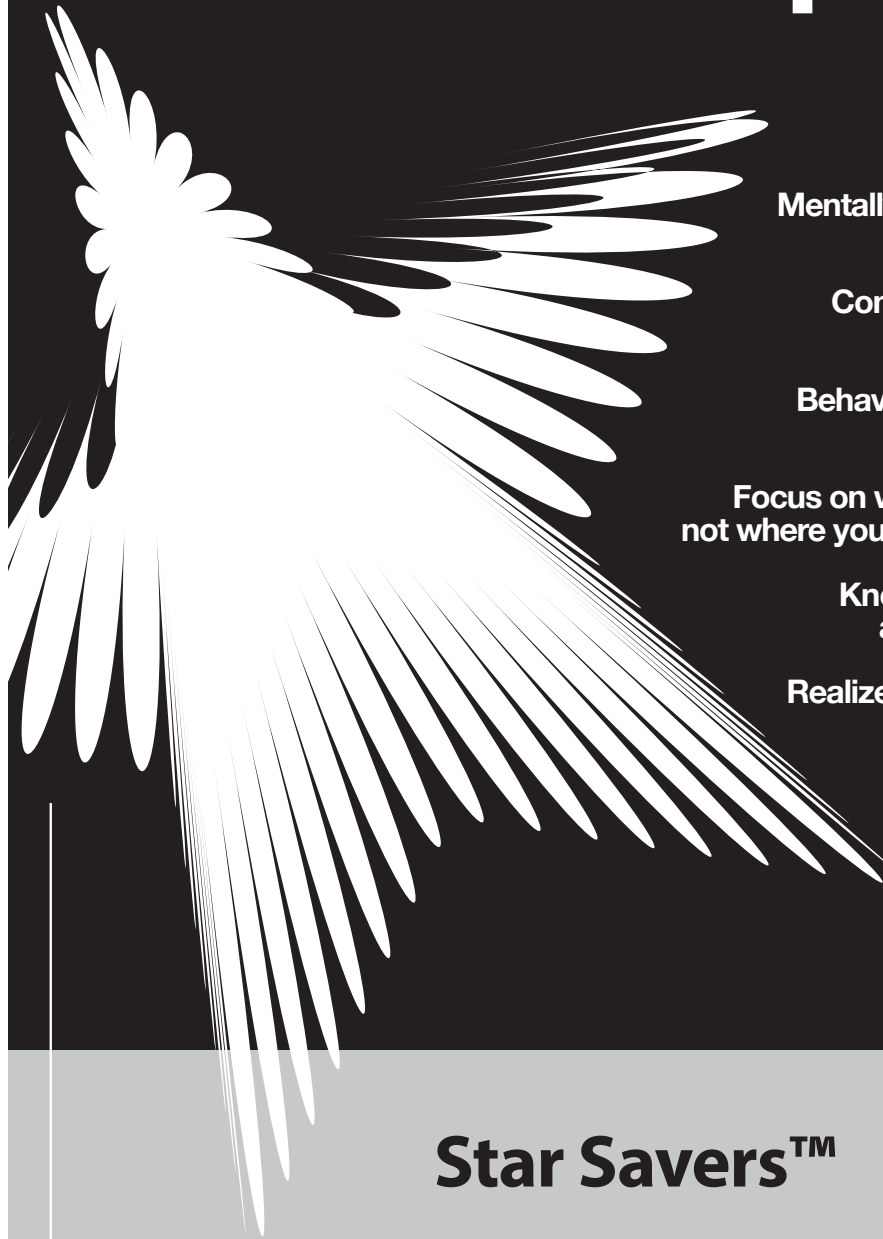
Be known as a leader and
person of action.

Develop the skills needed to
keep pace with the new
demands placed on you.

Anticipate new
occupational
demands.

Star Savers™

Rising To The Top



**Mentally picture the ultimate,
professional you.**

**Consistently use self-talk
for reinforcement.**

**Behave like the new person
you want to be.**

**Focus on where you want to go,
not where you've been or are today.**

**Know that today you still
are not all you can be.**

**Realize a career lies within a
person; not within a
company.**

Star Savers™

Increasing Team Productivity



Share your ideas. Make suggestions whenever appropriate.

Welcome input from others.

Respect the ideas of others, just as you would like them to respect yours.

Remain committed.

Trust your colleagues.

Set specific attainable goals.

Set priorities.

Anticipate obstacles and how to get around them.

Communicate, communicate.

Star Savers™

Be a Quality Team Player



**Take ownership of
problem situations.**

**Think rationally and act
professionally.**

**Know the history of your
company, how it has grown, and
key players involved in the past.**

**Know the “ins and outs”
of your company.**

**See beyond your own work area;
see the big picture.**

**Know your company’s
mission statement by heart.**

**Let your company see
you are dependable
and loyal.**

Star Savers™

Self-Presentation



Learn to communicate clearly and effectively with all people with whom you come in contact.

Remember that self-presentation is just as important outside the office environment.

Do not read e-mails or text when someone is talking. They deserve your attention.

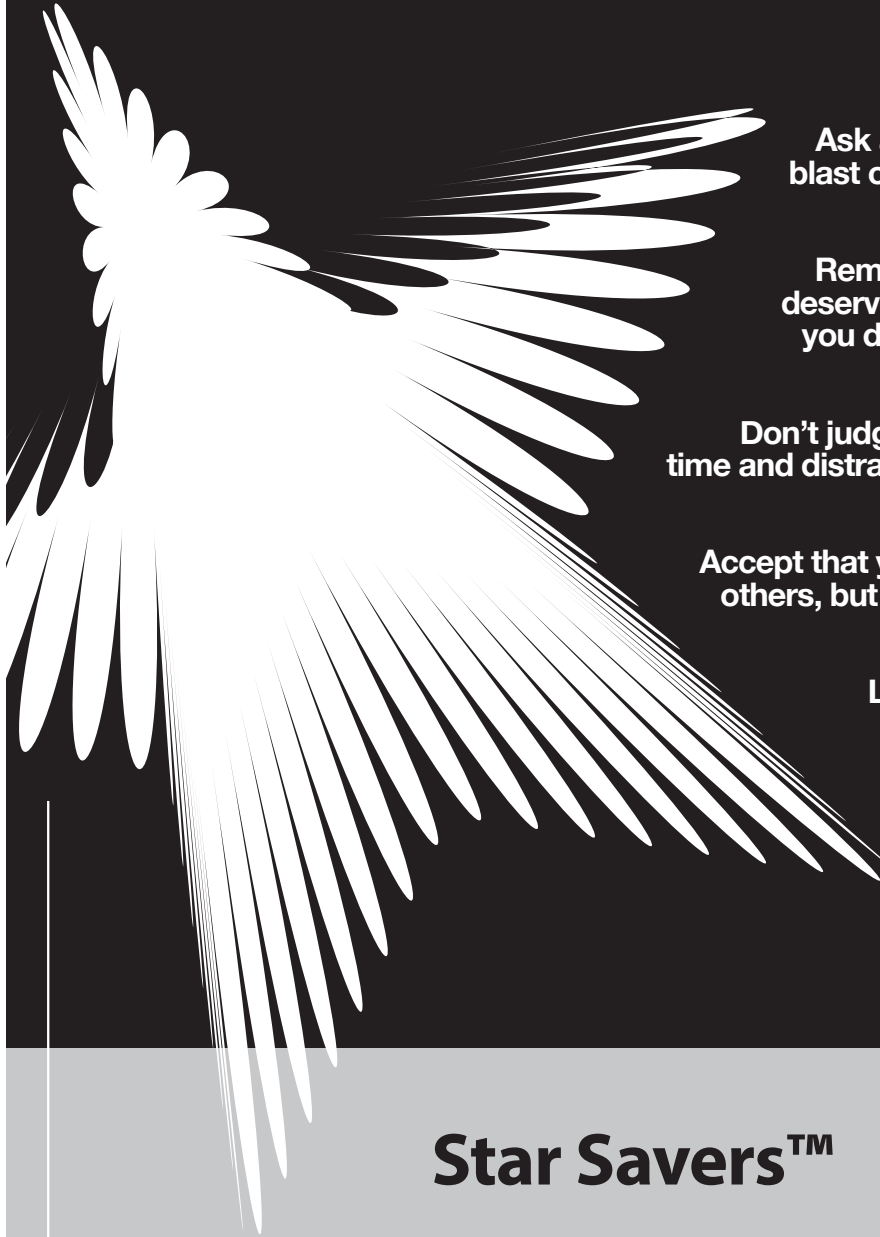
Reflect confidence through your actions and speech.

Create and maintain a high profile with those that count.

Always put your best foot forward.

Star Savers™

Letting Off Steam



Ask anyone who needs to blast off at you to please do so in private.

Remember that all people deserve your respect even if you don't like how they are acting.

Don't judge or blame; it wastes time and distracts you from the task at hand.

Accept that you can try to change others, but you can't make them change.

Look at the root of the problem, not just the symptoms.

Stay neutral by saying something like "Oh?" or "Really?"

Star Savers™

Cultivating Business Networks



Closely examine the position you aspire to attain.

Dress and act as if you were in that position.

Keep yourself visible at all times.

Involve yourself in a variety of activities at work, inside and outside your organization.

Be known as an action person.

Know the decision-makers in your organization.

Build quality relationships.

Take people you admire to lunch.

Star Savers™

Presenting A Powerful Professional Presence



Cultivate an
“I can do it” attitude.

Motivate yourself to do
things you don’t like.

Go the extra mile for
yourself and others.

Learn to bounce back
quickly after a setback.

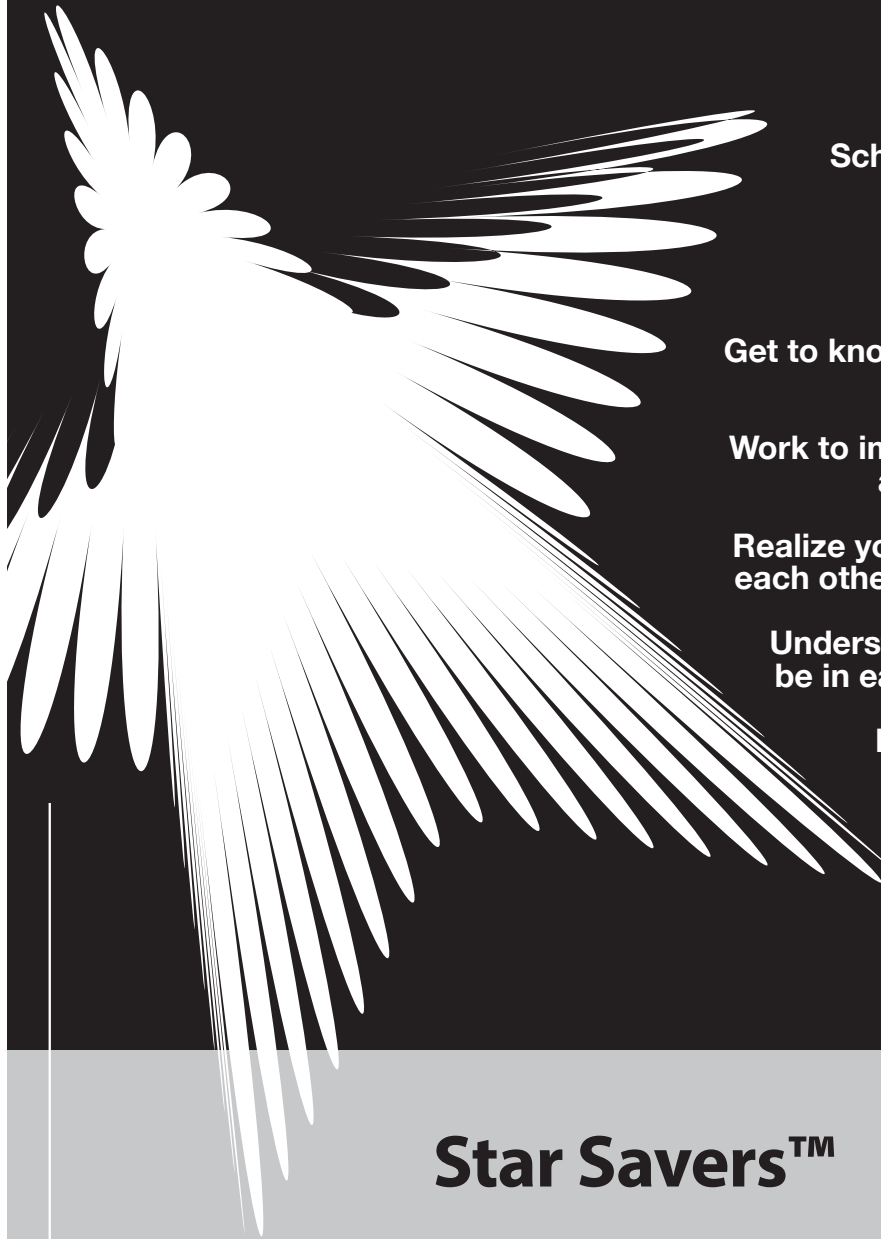
Actions speak louder
than words.

Keep your personal
matters personal.

Be tactful. There is always
a way to be honest
without being brutal.

Star Savers™

Creating A Star Partnership



Schedule time together
to communicate.

Know each other's
expectations.

Get to know each other's likes
and dislikes.

Work to improve performance
and job satisfaction.

Realize you are dependent on
each other to achieve results.

Understand what it's like to
be in each other's position.

Know where you are
given latitude and
where you are not.

Star Savers™

Supporting The Relationship



Understand when your leader is having a rough day.

Be a sounding board.

Show mental strength and a positive attitude during tough times.

Keep a happy face.

Compliment your leader on a job well done.

Encourage your leader.

Maintain a positive, willing attitude when given a task or project.

Star Savers™

Techno Tips



**Resist the urge to send
angry, sarcastic,
or hurtful e-mails.**

**Take time to collect your
thoughts before
composing a note.**

**Remember to have
Human Moments.**

**Be cognizant of those around
you when using your
device or cell phone.**

**Be careful not to divulge
confidential information.**

**Respect your
caller's time.**

**Turn off device
ringer in
appropriate
settings.**

Star Savers™

From Chaos To Control



**Flexibility leads to control.
Use your “to do” list or other
tools, but don’t let them
control you.**

**Avoid backlogs of work by
keeping information flowing.**

Prioritize, prioritize.

**Streamline your job. Simplify for
increased efficiency.**

**Focus on the task at hand to
accomplish more work in
less time.**

**Eliminate unnecessary
chores.**

Star Savers™

Join The Conversation

➤ Stay in touch with Office Dynamics and always have the most up-to-date information.



Like us on Facebook

Facebook.com/OfficeDynamics



Follow us on Twitter

Twitter.com/OfficeDynamics



Connect with Star Creator, Joan Burge, on LinkedIn

LinkedIn.com/in/JoanBurge



Watch us on YouTube

YouTube.com/OfficeDynamicsIntl



Get to know us on the Office Dynamics Blog

OfficeDynamics.com/Blogs



Star Wear™



➤ Star Wear™ shows you care about how the world sees you. Star Wear™ states emphatically that you strive for excellence, you are a force to be reckoned with and you have set a course for stellar success. You are 100% professional. You challenge yourself to grow and reach for the stars, knowing your destiny awaits you.

Because you care about your branding and want to manage what it tells others, you artfully set the stage for success before speaking a word. Star Wear™ is a resume you wear or carry. Star Wear™ is a statement of quality and purpose. Star Wear™ becomes you!

Instill excellence in every day for your team (or yourself!) through quality items given as awards, recognition, or motivational gifts.

Star Wear™ because you care!

**View our stellar
collection today at**
OfficeDynamics.com/StarWear



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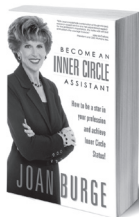
*Give Yourself
Permission to
Live A BIG Life*
by Joan Burge



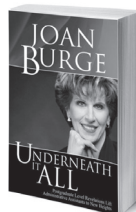
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Journal*
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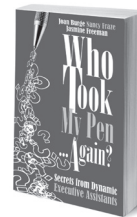
*BIG Girl
Diary*



*Become An Inner
Circle Assistant*
by Joan Burge



Underneath It All
by Joan Burge



*Who Took My Pen
... Again?*
by Joan Burge,
Jasmine Freeman
and Nancy Frazee



*Meeting Planning
and Execution (CD)*
by Joan Burge



*World Class
Assistant Part I
(CD)*
by Joan Burge



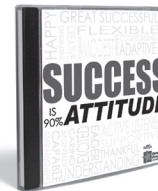
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