## Administrative Support

### Professional Organizations:
- International Association of Administrative Professionals (IAAP)
- American Society of Administrative Professionals (ASAP)
- Association of Executive and Administrative Professionals (AEAP)
- American Management Association (AMA)
- Association for Healthcare Administrative Professionals (AHCAP)

### Events & Training:
- UVa Center for Leadership Excellence classes
- SkillSoft classes
- UVa Exceptional Assistants' Network (EAN)
- International Association of Administrative Professionals (IAAP) events
- American Society of Administrative Professionals (ASAP) webinars
- Association of Executive & Administrative Professionals (AEAP) training classes
- Association of Executive & Administrative Professionals (AEAP) seminars & webinars
- American Management Association (AMA) webinars & web events
- Administrative Professionals Annual Conference
- Association for Healthcare Administrative Professionals (AHCAP) events & education

### Education & Certifications:
- PVCC - Administrative Support Certificate
- Business Administration Associate of Science Degree

### Independent Learning:

#### Books:
- The Innovative Admin by Julie Perrine
- Who Took My Pen...Again? Secrets from Dynamic Executive Assistants by Jasmine Freeman, Nancy Fraze, and Joan Burge

#### Articles:
- Monthly ASAP Columns
- ASAP Articles

#### Social Media:
- American Society of Administrative Professionals (ASAP) Facebook
- American Society of Administrative Professionals (ASAP) Twitter
- American Society of Administrative Professionals (ASAP) LinkedIn
- American Management Association Facebook
- American Management Association Twitter
On-the-job Resources:

**Mentoring:**
- Management Mentors
- National Mentoring Partnership
- Center for Creative Leadership (CCL) mentoring information
- Bringing People Together mentoring information
- Virginia Mentoring Partnership
- Free Management Library

**Job Shadowing:**
- Careers Out There
- "The Job Shadow Knows: Try on a Career Before You Commit"
- About.com "Job Shadowing is Effective On-the-Job Training"
- Success Mentor Education Inc. "Top 7 Questions to Ask on a Job Shadow Interview"

**Informational Interviews/Networking**
- My UVa Career
- UVa Exceptional Assistants' Network (EAN)
- "Mastering the Informational Interview" (NY Times)
- "What is an Informational Interview Anyway?" (U.S. News & World Report)
- Informational Interviewing: The Neglected Job Search Tool
- "How Does an Informational Interview Work?"

**360 degree feedback:**
- UVa Center for Leadership Excellence: Leadership Consulting, 360 Degree Feedback
- custom insight: "What is 360 Degree Feedback?"
- American Psychological Association "Do 360 Evaluations Work?"
- Sigma Assessment Systems: Best Practices in 360 Degree Feedback
- About.com: "Sample Questions for 360 Reviews" by Susan M. Heathfield
- SkillSoft: 360-degree Performance Appraisal