

The **Banff** Management Course

Skillfully
**INFLUENCING
OTHERS**

Effectively
**MANAGING
SELF**

OCT 30
- NOV 2
2018

MARCH
26 - 29
2019



FIRST CLASS TRAINING
TO HELP YOU MAXIMIZE
YOUR POTENTIAL



Canada's **Premier Seminar** for Managers and Supervisors

OBJECTIVES

Building on your experience and the analysis of your personal management style, this program will help you confidently make the shift from managing to leading. You will foster the skills needed to drive performance, orchestrate change and develop your team. You will learn how to manage conflict more effectively and greatly improve your ability to influence others. You will also acquire executive memory techniques for speaking without written notes as well as remembering names and faces. In short, you will learn to manage people, resources, and self!



A must for those individuals in middle and upper management, I know my management skills will change due to this course."

**- David Iwaskow,
IGL Canada Ltd.**

Who Should Attend?

This program is ideally suited to the development needs of Managers, Team Leaders, and other members of the organization who want to expand their skills to better support their staff and enhance their careers. Building on your experience and the analysis of your personal management style, this program is designed for those who want to make the shift from managing to leading. You will develop the skills needed to drive performance, orchestrate change and strengthen your team. All participants will also receive 2.2 CEU's from this course.

**REGISTER NOW:
WWW.BANFFCOURSE.COM**



Course Framework

IMPROVING MANAGERIAL EFFECTIVENESS

To be a highly effective manager today, you must be a strategist, a communicator, a coach, a mediator, a diplomat and a politician! You must know how to engage, collaborate with, and lead others. In this important module you will learn how to resolve team conflicts and motivate others. You will discover how to conduct effective interviews using positive and corrective feedback to turn problem employees around. Specifically, you will:

- Build your repertoire of management skills and core competencies
- Develop tactics and apply executive approaches for improving team performance
- Identify appropriate intrinsic and extrinsic motivators and select approaches based on individual needs
- Acquire the 9 step coaching model for conducting more successful disciplinary interviews
- Learn how to interview when the goal is information
- Deal with peer conflicts and interpersonal problems that can threaten team cohesiveness
- What to do when employees bring their personal problems to the office
- Establish communication channels that build trust and gain greater commitment from your staff
- Conflict management techniques for dealing with the entire range of difficult personalities
- Going ballistic -- dealing with volatile people and coping successfully with hostile and aggressive behaviors
- Acquire your 'radar' for instantly detecting when people misunderstand you

LEADING AND INFLUENCING OTHERS

Whether you're interacting with colleagues, subordinates or senior management; gaining respect and cultivating influence are absolutely essential to your success. You need to communicate your ideas persuasively to senior management, influence your colleagues to support your proposals and convince your team to, "buy in." You must know how to analyze your audience and frame your messages in ways that make others feel connected to you. At this important leadership session you will discover the seven essential influence strategies that successful leaders understand and apply. You will:

- Understand the difference between management and leadership and develop the five essential leadership skills
- Come to know that the key to successful leadership is the effective use of influence rather than reliance on authority
- Achieve greater team synergy through the strategic use of your new understanding of the Commander, Dreamer, Thinker and Supporter roles
- Develop best practices for presenting your arguments to others so as to secure buy-in
- Identify the levers that you can pull to influence others and enlist their support
- Cope with different and sometimes difficult team members by adapting your behavioural style to the person you are dealing with
- Identify the key factors contributing to employee engagement and their importance
- Discover the seven influence strategies and learn which is appropriate to each communication event

MANAGING SELF

Conflict management, time-management and stress management are all misnomers. We can no more manage conflict, time, or stress than we can manage the tides or seasons. The best we can do is manage ourselves in relationship to those things. But self-management demands self-knowledge. The starting point is to know who you are—your strengths and weaknesses and also how you work with and are perceived by others. In this essential module you will learn, not just who you are, but how to use style-based emotionally intelligent approaches to develop more influential communication.

- Gain new self-awareness and essential insights into your leadership and behavioural style
- Learn to better 'read' other people's behaviours and display greater cognitive and behavioural flexibility in creating a more highly motivational environment
- Understand your own and others' preferred team roles and apply this new understanding to motivate your staff
- Build greater emotional intelligence so as to communicate more effectively at every level - professionally and personally!
- BEHAVIOURAL FLUENCY: Discover how this new breakthrough can vastly improve the quality of your communications in both your professional and personal relationships
- Display a higher level of political skill as you plan and lead change and advance your career path

DEVELOPING YOUR STRATEGIC SKILLS

Every day, you're judged by your capacity to manage projects, priorities and deadlines. Your ability to execute plans and projects effectively and on time is critical to your success. This important module is about control - learning how to control your time, your projects and your reactions to events beyond your control. You will acquire the ability to adjust to shifting demands in a more professional and self-confident, stress-free manner. Specifically you will:

- Learn the best practices for effectively prioritizing your time and activities
- Handle the 3 types of events that constantly erode your effectiveness - the unimportant task, the unanticipated task and other people's priorities
- Develop personal planning techniques that minimize "fire-fighting"
- Understand the role and responsibility of the project manager and plan, organize and control projects of any size
- Develop new strategies for preventing, reducing and managing stress
- TIMESTYLE: The key to better juggling people, paper, and priorities thereby increasing personal effectiveness
- Avoid the manipulative time-tactics of others - Nixon vs. Kennedy
- Analyze the sources and impact of workplace chaos
- Role-Stress: Understanding your personal/professional dichotomy
- Identify five new ways to handle interruptions effectively, preserving your "Prime Time" and reverse the Manana Mentality
- Focus your efforts on what is most important based on your role and responsibilities avoiding the trap of using urgency as the tie-breaker between competing priorities

ACQUIRING POWERFUL NEW SKILLS OF MEMORY AND CONCENTRATION

To master your memory is to invite success in business, in education and in your relationships. A trained memory is an absolute necessity in today's competitive work environment. At this remarkable session, you will:

- Acquire laser-like focus and concentration
- Learn and apply the proven 7 step system for remembering names and faces
- Become a more confident, masterful public speaker by learning to speak without written notes
- Develop memory techniques that minimize "stage fright"
- Conduct better interviews by looking at the interviewee and not your notes
- Remember anniversaries, telephone numbers, appointments and other numerical data with ease and without time-consuming repetition
- Use your newly developed memory skills to make a more powerful impression at meetings and presentations
- Utilize the "Memory Matrix" for spatial association
- Enhance your image as a professional and cure absentmindedness ... forever!

One Inclusive Fee

No other program or event provides the high quality, all-inclusive package as does the Banff Management Course.

The course fee for The **Banff Management Course** is \$2,895 which includes:

- Three Nights' Accommodation at the five-star Fairmont Banff Springs room & taxes - (\$1,200+ value)
- Four Meals - Breakfast each day, buffet luncheon and refreshments throughout
- A comprehensive courseware package

REGISTER NOW:
WWW.BANFFCOURSE.COM



Course Schedule

Please go to our website at www.padouglas.com to see a detailed itinerary of this course

Pricing



+



Program & Hotel Package **\$2,895**

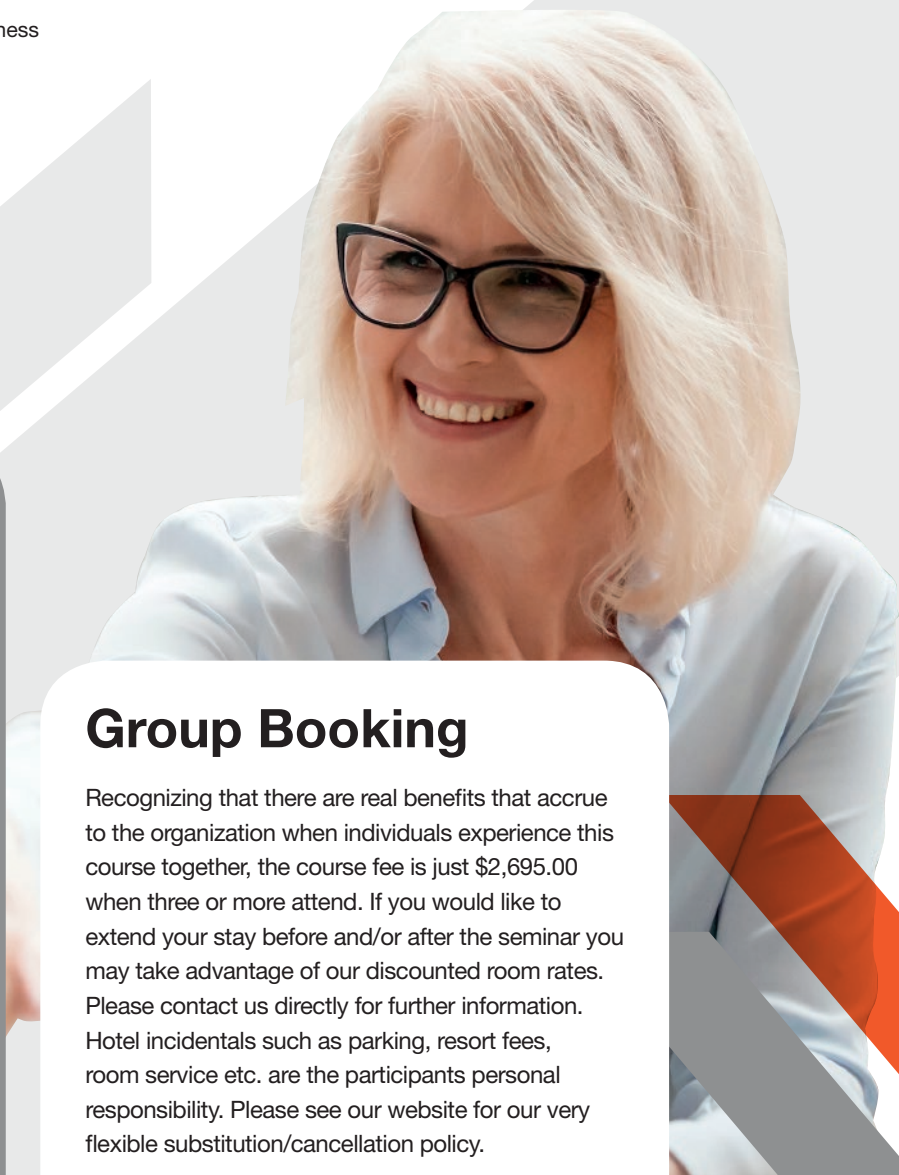


Excellent - A wealth of knowledge that I know I can apply as a peace officer, both on the street and in the office. Thank-you."

- Jim Lechner, RCMP

Group Booking

Recognizing that there are real benefits that accrue to the organization when individuals experience this course together, the course fee is just \$2,695.00 when three or more attend. If you would like to extend your stay before and/or after the seminar you may take advantage of our discounted room rates. Please contact us directly for further information. Hotel incidentals such as parking, resort fees, room service etc. are the participants personal responsibility. Please see our website for our very flexible substitution/cancellation policy.



The Douglas Difference

With professional development budgets stretched tightly today, it is important that you obtain the best training available. For thirty years, the **Banff Management Course** has been recognized as Canada's gold standard in leadership and management development.

1. Canada's Most Comprehensive and Longest Running Leadership and Management Development Program

For three decades, we have worked closely with HR departments, managers and other stakeholders to ensure that our courses meet and exceed the rigorous needs of our participants. It is from this extensive experience that we have meticulously crafted our program. The praise the **Banff Management Course** has received reflects the persistent research and subsequent revision which ensures that the program is at the cutting edge.

2. Highly Qualified Faculty

We use the Canadian University standard. All of our courses are taught by academically qualified faculty - not scripted presenters. Knowledgeable and entertaining speakers, our faculty members hold at least a Master's Degree from a fully accredited university and one or more professional qualifications, (Ph.D., CMC, PMP, etc.). Our team members also have on average 15 years' experience providing professional management training.

3. Uniquely Canadian Content

This course recognizes the real differences that exist in our Canadian corporate culture, our public sector and our unique organizations and the roles we play within them. This course is diverse and inclusive. Our courseware, cases and faculty are proudly Canadian.

4. A Truly Limited Enrollment Seminar

We know your time is valuable, that is why this is not a conference in which you will be crammed into a ballroom with hundreds of others to listen to a bevy of motivational speakers. The **Banff Management Course** is a content-rich, practical educational experience in which the communication is "two-way" and real, concrete skills are taught. At this course you are a participant not an audience member. You will leave this carefully tailored program with NEW practical skills that will immediately enhance your management, organizational and interpersonal skills.

5. First-Class Accommodation Included

One of the greatest benefits of attending a truly limited enrollment residential program comes from the networking and camaraderie that takes place outside of the educational sessions. It is for this reason that, unlike other courses, where participants must arrange their own accommodation, at this seminar we provide and include your hotel accommodation so that everyone is under the same roof. For more specific information including meals, reception, etc. please visit the website for this program: www.banffcourse.com.

And you'll be in good company...

Here are some of the more than twenty thousand organizations that have sponsored participants at our public seminars:



Personally Directed by:

DR. PAUL A. DOUGLAS

Leader of our faculty and author of this course, Paul has dedicated his life and career to the educational and developmental needs of managers and executives. He has a Bachelor of Commerce and MBA from the University of Alberta where he taught as a member of the Faculty of Business. Paul also has a Ph.D in business administration and is a Certified Management Consultant (CMC). He has written seven books on management and leadership. You will immediately feel at ease with Paul, he communicates with wit, warmth and enthusiasm.

The **Banff** Management Course

SKILLFULLY INFLUENCING OTHERS, **EFFECTIVELY MANAGING SELF**



REGISTER NOW: BANFFCOURSE.COM



P.A. Douglas & Associates Inc.

First Class: A Philosophy and a commitment



Banff, Alberta

Fairmont Banff Springs

**Oct 30 - Nov 2
2018**

**March 26 - 29
2019**

Fairmont
BANFF SPRINGS

WANT TO BRING THIS COURSE ON SITE TO YOUR ORGANIZATION?

Contact us today to maximize your training budget www.banffcourse.com