

THE Influential Assistant

45th Annual Administrative Professionals Course

Reach
**NEW
HEIGHTS
IN YOUR
CAREER**

BANFF
ALBERTA | CANADA
NOV 21-24
2018

**NIAGARA
FALLS**
ONTARIO | CANADA
NOV 28 - DEC 1
2018



FIRST CLASS TRAINING
TO HELP YOU MAXIMIZE
YOUR POTENTIAL



Canada's Premier Event for Administrative Professionals

Proven and Effective

For over forty years, P.A. Douglas has set the gold standard for excellence in AA and EA training. Recognized as Canada's leader in professional development, it is where administrative professionals come to learn, network, and engage with leaders in the field. No other program or event provides the high quality, all inclusive package as does the 45th Annual Administrative Professionals Course. First-class accommodation, meals and courseware package included.



“

.....
The seminar was excellent. I learned things that will carry over to my professional and personal life. Absolutely enlightening! I feel I have more confidence in myself through discovering my style.”

- D. Scheper, R.C.M.P.

.....

Who We Are

“Since 1975, it has been our mission to provide the highest quality training available to Canadian administrative professionals in a relaxed, comfortable environment highly amenable to learning and change. In 2018, we continue this tradition with programs that are both memorable and enjoyable.”

.....



**REGISTER NOW:
WWW.CANADAAP.COM**



COURSE FRAMEWORK

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 these things. In this essential module you will learn, not just who you are - your strengths and weaknesses, but how you can use unique style-based emotionally intelligent tactics and approaches to greatly improve your interpersonal communication.

- Gain essential insights into your personal behavioural style
- Learn to better 'read' other people's style and display greater behavioural flexibility in creating a more highly motivational environment
- Earn greater respect from your boss and co-workers
- Achieve greater recognition by your boss and by others as a valuable team resource
- Build greater emotional intelligence so as to communicate more effectively at every level - both professionally and personally!
- Enhance BEHAVIOURAL FLUENCY: Discover how this new breakthrough can vastly improve the quality of your communications with subordinates, co-workers and your boss
- Become a more credible and effective communicator by applying greater diplomacy and tact

INFLUENCE; GETTING RESULTS WITH OTHERS WHEN YOU ARE NOT IN CHARGE

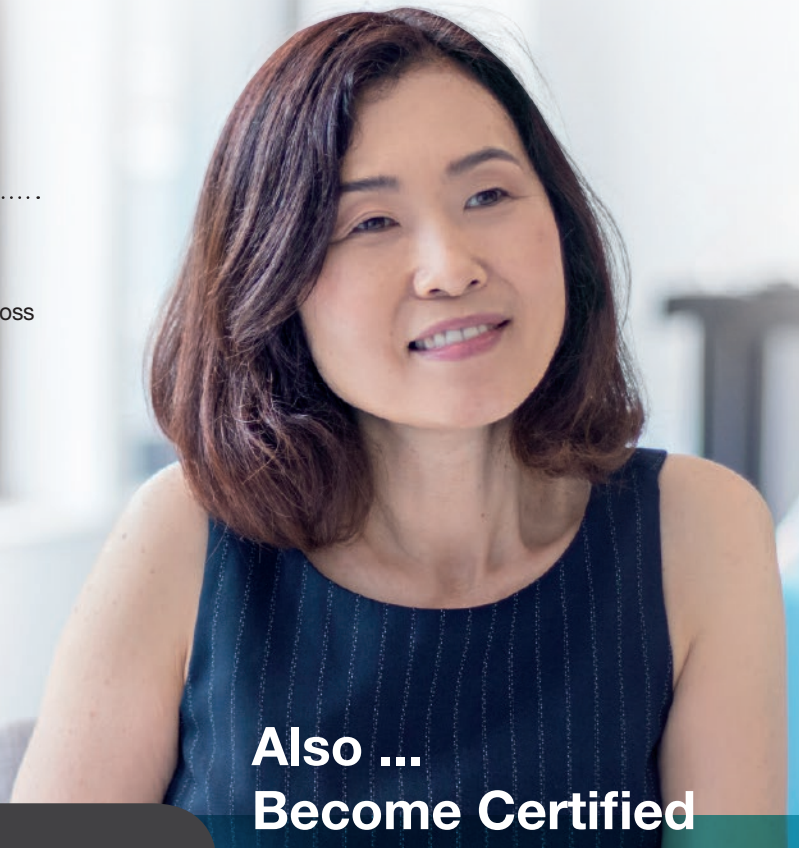
At this vital session, you will focus on the key elements of influencing others and improving workplace relationships.

- Understand how to communicate your ideas effectively to your boss
- Establish greater trust and rapport to build effective relationships
- Cope with different and sometimes difficult team members by adapting your behavioural style to those you are dealing with
- Learn new influence strategies to turn resistance into agreement
- Be able to accurately read situations, individuals and groups
- Influence your colleagues to support your proposals
- Influence people while projecting self-confidence without becoming pushy
- Discover the seven 'laws of influence' and learn which is most appropriate for each communication event
- Leveraging networks: Increasing your empowerment with others

DEVELOPING YOUR STRATEGIC SKILLS

Every day, you are judged by your capacity to manage projects, priorities and deadlines. Your ability to execute plans and complete projects effectively and on time is critical to your success as an administrative professional. This important module is about control - how to control your time, your projects and your reactions to events beyond your control. You will magnify your ability to adjust to shifting demands in a more professional manner. You will:

- Improve your strategic execution - Getting it all done
- 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
- Analyze the sources and impact of workplace chaos AND identify five new ways to handle interruptions
- Develop personal planning techniques that minimize "firefighting"
- Discover your unique TIMESTYLE: The key to better juggling people, paper, and priorities thereby increasing personal effectiveness
- Solve project issues quickly, and come in on time, every time



Also ...
Become Certified



The Influential Assistant Course satisfies the residency requirements for the Administrative Professional Certification (APC) program of studies offered by the College of Administrative Professionals. Having graduated from this course you may challenge the APC Examination. Upon successfully passing the examination you can proudly announce your level of professionalism by using the designation APC after your name.



Course Schedule

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

MANAGING CONFLICT, STRESS AND NEGATIVE EMOTIONS IN THE WORKPLACE

This section will help you increase your understanding of how human behaviour can affect the functioning of an organization and arm you with the skills to maintain emotional control at work.

- Develop strategies to effectively prevent, reduce and manage stress
- Learn how to communicate more effectively with the most challenging people in your life
- Implement strategies to improve your communication and effectively respond to conflict
- Understand the skills needed to maintain emotional control at work
- Better cope with the emotions of others
- Learn new techniques for fostering mindfulness and self-awareness
- Develop emotional leadership and interpersonal skills
- Role-Stress: Understanding your personal/professional dichotomy

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 powerful 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"
- Remember anniversaries, telephone numbers, appointments and other numerical data with ease and without time-consuming repetition
- 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 Influential Assistant: Annual Administrative Professionals Course**.

The Course Fee is \$2,795 which includes:

- Three nights' accommodation at the five-star Fairmont Banff Springs or the Hilton Niagara Fallsview (both room and taxes)
- Four Meals - Breakfast each day, a buffet luncheon, hosted welcome reception as well as refreshments throughout
- A comprehensive courseware package

Pricing



Program & Hotel Package **\$2,795**



I enjoyed the entire course. I would provide constructive criticism if I could think of something, however, this course has surpassed any and all of my expectations. I loved it! "

- G. Milot, Novatel



Group Booking

Recognizing that there are significant benefits to the organization when several individuals experience this transformational course together, we provide a reduced course fee of just \$2,595 when three or more participants attend.

We have also arranged a discounted room rate should you wish to extend your stay at the hotel. Please contact us directly for further information. Hotel incidentals such as parking, resort fees, room service, etc. are the participant's personal responsibility. Please visit our website for complete details on our flexible substitution/cancellation policy.

REGISTER NOW:
www.canadaAP.com

The Douglas Difference

We are committed to providing you with the best training available. For 45 years, our flagship seminar, *The Annual Administrative Professionals Course*, has been recognized as the gold standard in administrative professional education for the following reasons:

1. Canada's Most Comprehensive and Longest Running Administrative Professionals Program

Since day one, we have worked closely with HR departments, managers, and administrative professionals themselves to ensure that our courses meet the rigorous needs of our participants. It is from our experience over the last four decades that we have meticulously crafted our programs. The praise this course consistently receives reflects our persistent research and subsequent revision, ensuring this seminar is at the cutting edge.

2. A Truly Limited Enrollment Seminar

We know your time is valuable, that is why we have NOT designed a conference in which you will be crammed into a ballroom with hundreds of others to listen to a bevy of motivational speakers. At this program, you are a student, not an audience member. This course is a content rich, practical, educational experience where real and meaningful skills are taught. The communication is "two-way" fostering open dialogue. You will leave this program with new tactics and approaches that will immediately improve your organizational and interpersonal skills as well as enhance the partnership you have with your boss.

3. First Class Accommodation Included

One of the greatest benefits of attending a 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, we include your hotel accommodation so that everyone is under the same roof.

4. Highly Qualified Faculty

We use the university standard; all of our courses are taught by experts in the field, not scripted presenters. Knowledgeable and entertaining, each of 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 faculty members also have on average more than 15 years' experience educating administrative professionals.

5. Uniquely Canadian Content

Real differences exist between American and Canadian corporate cultures as well as the role of our public sector and the unique impact and contributions of First Nations on our organizations and the roles we play within them. This course reflects who we are as Canadians - diverse and inclusive. Our courseware, cases and faculty are proudly Canadian.

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:



Founder & President

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 the administrative professional. 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, leadership and the administrative professional.

To view our entire faculty, please visit our website.

The Influential Assistant

45th Annual Administrative Professionals Course



REGISTER NOW: WWW.CANADAAP.COM



P.A. Douglas & Associates Inc.
First Class: A Philosophy and a commitment



Banff

Fairmont Banff Springs

NOVEMBER 21-24
2018

APRIL 30 - MAY 3
2019

Fairmont
BANFF SPRINGS



Niagara Falls

Hilton Niagara Fallsview

NOV 28 - DEC 1
2018

MAY 27 - 30
2019


Hilton
HOTELS & RESORTS

CAN'T MAKE THESE DATES? INTERESTED IN A DIFFERENT LOCATION?

Please go to our website for our upcoming sessions and cities across North America in 2018 and 2019.