

# ON SITE

THE INFLUENTIAL ASSISTANT AND  
WORLD-CLASS ADMINISTRATIVE PRO  
THIS TIME WE ARE COMING TO YOU



NORTH AMERICA'S LEADER IN AP TRAINING



# GOLD STANDARD EXCELLENCE IN IN-HOUSE TRAINING COMING TO YOU

## Why Choose P.A. Douglas & Associates?

- Our à la carte learning module approach enables you to customize the training to develop your organizations needs competencies, as well as administrative-specific competencies thereby eliminating skill-gaps.
- Our onsite training is fiscally responsible. By eliminating travel expenses, a team of administrative professionals can receive the same training that our public seminar attendees receive at a fraction of the cost.
- Our upbeat and content-rich training boosts teamwork and morale accelerating skill development.
- Our faculty is competent, experienced and academically qualified and our onsite programs are 100% satisfaction guaranteed.



## Administrative Professional Onsite Training

Much is expected of administrative professionals today.

Good organization, management and people skills are no longer an option - they are an imperative.

Today's executive or administrative assistant must be a strategist, a coach, a diplomat and a politician!

For more than forty-seven years, P.A. Douglas has set the gold standard for excellence in administrative and executive assistant training. It is where administrative professionals come to learn, network, and engage with leaders in the field. No other training events have provided the comprehensive, high-quality public and onsite programs as we have.

For any advanced learning experience to be effective, it must provide a blended mix of quality content and materials, and group interaction.

At our powerful training workshops participants will substantially improve their people skills and increase their ability to resolve team conflicts using emotionally intelligent approaches. Participants will also learn how to better control their time and their reactions to events outside of their control. By developing new organizational skills, participants will discover how to get the best results in the least amount of time, juggle priorities and adjust to shifting demands with grace and clarity.

In short, at our onsite seminars, your administrative staff will learn to manage people, resources, and self!





# MANAGING SELF

Our onsite programs focus on two critical skills that are essential to today's administrative professional. - *Managing Self* and *Working with Others*.

Success and satisfaction in your present and future responsibilities are dependent on a number of self-management skills. By improving your abilities at strategic execution – managing projects, priorities and deadlines, while deflecting job-related stress, improving your emotional intelligence and developing your memory and concentration, you will gain a deeper sense of accomplishment and fulfillment. At the 46th Annual Administrative

- Manage multiple objectives, projects and conflicting priorities
- Learn to handle the three types of events that erode your effectiveness – the unimportant task, the unanticipated task and other people's priorities
- Develop greater self-awareness: Your style - strengths and weaknesses
- Identify and overcome irrational beliefs that might be holding you back
- Remarkably improve your ability to remember names and faces
- Learn how to deliver speeches and presentations without the need for notes.
- Develop strategies for preventing, reducing, and managing stress
- Solve project issues quickly and come in on time – every time!
- Develop easy-to-implement proactive strategies to better predict, plan, and prepare for the future and avoid the problems along the way
- Increase your long-term professional value with NEW skills, tools and strategies!

## WORKING WITH OTHERS

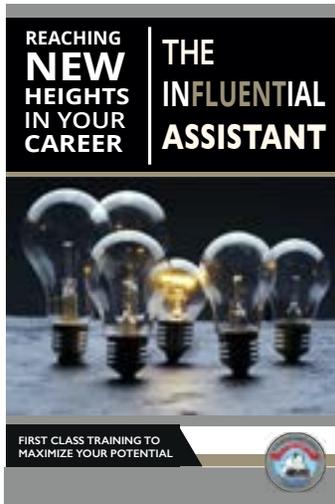
The most frustrating limitations placed upon you as an administrative professional have little to do with your technical abilities; rather the most trying aspects of your work often involves dealing with people. To be truly effective in working with others, you must perfect your ability to:

- Enhance your BEHAVIOURAL FLUENCY: Discover how this new breakthrough can vastly improve the quality of your communication in both your professional and your personal life
- Deal more successfully with difficult co-workers and others who create stress in your environment
- CREATING INFLUENCE: Getting greater results with people - when you are not in charge
- Become a true partner with your manager
- Identify your workplace's emotional culture
- Analyze your emotional intelligence strengths and weaknesses and develop specific strategies for enhancing your emotional intelligence
- Discover your unique behavioural style
- Cope with different and sometimes difficult people
- Achieve greater team synergy and effectiveness
- Build an administrative professionals' team and elevate the value of your work
- Building your personal brand: Showcasing the best you!
- Understand the laws of influence - effectively persuading others



# ON SITE

## THE INFLUENTIAL ASSISTANT AND WORLD-CLASS ADMINISTRATIVE PRO TWO POWERFUL IN-HOUSE SEMINARS



### THE INFLUENTIAL ASSISTANT

*A One-Day Professional Development Seminar*

**The Influential Assistant** is a comprehensive and highly targeted course.

At this comprehensive one-day program you may choose three of the modules outlined in this brochure; affording you the opportunity to set realistic expectations, enhance your organizational skills, develop your emotional intelligence and communications skills. You will identify your unique behavioral style, both its strengths and weaknesses and learn how to apply this new knowledge to improve both your professional and personal relationships. This program is designed to run over one day, typically from 9:00 am to 4:00 pm. Each participant will receive a 52 page course workbook and an individual iMind assessment as well as certificate of completion and 1.1 CEUs.



### THE WORLD-CLASS ADMINISTRATIVE PROFESSIONAL

For any advanced learning experience to be effective, it must provide a blended mix of quality content, materials, and interaction as well as enough unencumbered time to allow participants to reflect and introspect. This course is crafted to do just that. **The World-Class Administrative Professional Course** is a two-day program designed to advance the participant's competency in all six of the vital areas of concentration outlined in this brochure. This program is designed to run over two full days, typically from 9:00 am to 4:00 pm. In addition to the course workbook, individual iMind assessment and certificate of completion each participant will receive Dr. Douglas' highly rated book, **Critical Thinking for Administrative Professionals**. You will also be awarded 2.2 CEUs upon completion.

## WANT MORE?

Scan the QR Code to learn more about our 3-day public courses!



# THE DOUGLAS DIFFERENCE

***With training budgets stretched tightly today, it is important that you obtain the best training available efficiency. Our comprehensive and intensive on site programs are designed to explore and develop the intellectual, organizational and interpersonal abilities of each participant.***

## **1. North America's Highest Rated and Longest Running Courses:**

For more than forty-seven years, we have worked closely with HR departments, executives, managers and administrative professionals to ensure that our training programs meet the rigorous needs of our participants. It is from this extensive experience that we have crafted our programs. Our focus is to enhance the administrative professional's ability to function more effectively and collaboratively both vertically with senior management as well as horizontally across the broader organization. The praise our programs have received over the past four decades reflects the persistent research and subsequent revision which ensures that our courses is at the cutting edge.

## **2. This is a Certified Course:**

We use the university standard, all our courses are taught by highly qualified faculty not scripted presenters. All of our faculty members hold, as a minimum, a Masters Degree from a fully accredited university and one or more professional qualifications, (Ph.D., CMC, PMP, etc). Our faculty also have at least 12 years experience in their field of expertise. Being certified, in addition to weach participam'ts certificate of completion, they will receive 2.2 continuing educational units (CEUs) for the *World-Class Administrative Professional Course* and 1.1 CEUs for the *Influential Assistant*.

## **3. This is a True Training Event:**

What is the difference between arranging a training seminar and hiring a motivational speaker. Perhaps the greatest difference is that at a true workshop the communication is two-way. Your valued administrative staff are not audience members but participants. Past attendees report that they experienced feelings of collegiality and continuity at our seminar. The group is small and the focus is education, not entertainment. At our seminars, you are engaged with the faculty. Our courses are content rich and designed to provide real knowledge and skills developed over decades, designed to help you staff grow professionally.



***And you will be in good company ...***

**Here are some of the more than twenty-thousand organizations that have sponsored participants at our public and on site seminars:**



## **Founder & President - Dr. Paul A. Douglas**

Leader of our faculty and author of these seminars, Paul has dedicated his life and career to the educational and developmental needs of the administrative professional. He has a BBA 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 topics essential to administrative professionals.

**To view our entire faculty, please visit our website.**

# A SAMPLING OF OUR À LA CARTE TOPICS

## [M1] MANAGING SELF

Success and satisfaction in your present and future responsibilities are dependent on a number of self-management skills. By improving your abilities at strategic execution – managing projects, priorities and deadlines, while deflecting job-related stress, improving your emotional intelligence and developing your memory and concentration, you will gain a deep sense of accomplishment and fulfillment. In this module you will learn how to:

- Manage multiple objectives, projects and conflicting priorities
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- Solve project issues quickly and come in on time – every time!
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- Increase your long-term professional value with NEW skills, tools and strategies!

## [M2] PARTNERING WITH YOUR BOSS

Becoming a proactive partner with your boss is essential to your success as an administrative professional. As well, you are knowingly being called upon to communicate, negotiate and participate in decision-making with members of the management team and the way in which you do so greatly impacts on how you are perceived in the organization. In this module you will learn how to communicate confidently and assertively - developing and using your personal power and influence. You will learn how to be seen by your boss and by others as a valuable professional resource. You will also improve your ability to anticipate your boss's needs and get what you need from others to do your job and achieve your boss's goals. You will learn how to:

- Become a strategic partner with your boss
- Anticipate your boss's needs
- Increase the respect of your boss and be taken more seriously
- Identify the key characteristics of effective partnering
- Understand different management styles for more effective collaboration
- Represent your boss with greater confidence
- Apply the Mind construct for gaining the respect of your boss
- Learn how to complement your boss's style and preferences
- Gain your managers' trust in problem solving and decision making
- Manage your boss's image to make her more effective

## [M3] STRATEGIC EXECUTION: GAINING NEW CONTROL OVER YOUR TIME – AND THOSE WHO ABUSE IT

Every day, you're judged by your ability to manage projects, priorities and deadlines. At this essential session, you will develop the understanding, skills, and confidence to put your personal and organizational strategies into action. You will learn how to identify and deal effectively with the unanticipated task, the unimportant task and other people's priorities; specifically, you will learn to:

- Pinpoint where you need to take action
- Identify the deadliest traps busy administrative professionals fall into and how you avoid them
- Develop personal planning techniques that minimize "fire-fighting"
- Recognize and manage your tendency toward perfectionism
- Focus your efforts on what is most important based on your role and responsibilities
- Avoid the trap of using urgency as the tie-breaker between competing priorities
- Learn best practices for effectively prioritizing your time and activities
- Nixon vs. Kennedy: the Pareto Principle
- Preserving your "Prime Time"
- Identify five new ways to handle interruptions
- Avoid the manipulative time-tactics of others
- The one essential question you should answer before ever having a meeting
- Ten essential steps to more successful meetings
- Enhance your ability to act more proactively
- Never say, "I don't have time" again
- Action Plan: Developing a NEW success blueprint

## [M4] WORKING WITH OTHERS

The most frustrating limitations placed upon you as an administrative professional have little to do with your technical abilities; rather the most trying aspects of your work often involves dealing with people. To be truly effective in working with others, you must perfect your ability to:

- Enhance your BEHAVIORAL FLUENCY: Discover how this new breakthrough can vastly improve the quality of your communication in both your professional and your personal life
- Deal more successfully with difficult co-workers and others who create stress in your environment
- CREATING INFLUENCE: Getting greater results with people - when you are not in charge
- Become a true partner with your manager
- Identify your workplace's emotional culture
- Analyze your emotional intelligence strengths and weaknesses and develop specific strategies for enhancing your emotional intelligence
- Discover your unique behavioral style
- Cope with different and sometimes difficult people
- Achieve greater team synergy and effectiveness
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## [M5] MANAGING STRESS AND EMOTIONS IN CHALLENGING TIMES

Stress has been called the "disease of the twenty-first century." Unquestionably, the next decade will bring with it continued change and increased challenges for those in the role of administrative professional. The pressures of doing more with fewer resources and tighter timelines will only intensify. Paradoxically, stress can be either "the spice of life or the kiss of death." The critical difference between positive and negative stress lies in the way we perceive and deal with each stressful situation – in short, the way we coped in this module you will come to recognize the sources, symptoms and effects of stress and will develop strategies for effectively preventing, reducing, and managing stress. Specifically, how to:

- Recognize your stress symptoms and create strategies to reduce them
- Gain an understanding of what causes your stress
- Identify the role and impact of change on stress
- Learn to turn stress into personal energy
- How to recognize and deal with "Type A" behaviour
- Rule-Stress: Understanding the personal/professional dichotomy
- Examining your conflict management style
- Identifying unfounded attitudes and emotional beliefs that increase stress
- Five common manifestations of low self-esteem
- Why successful and capable administrative professionals struggle with low self-esteem
- What we can learn from Adams, Monroe, Prince and Prior
- Ten proven ways to enhance self-esteem
- Relaxation and meditation techniques that really work
- Autogenic exercises you can use anywhere
- How to invoke the relaxation response

## [M6] MEMORY SKILLS AND CONCENTRATION FOR ADMINISTRATIVE PROFESSIONALS

To master your memory is to invite success in business, in education and in your relationships. A trained memory is an absolute necessity for today's administrative professional. In your business or professional life as well as in your social life, the ability to remember names and faces, verbal instructions, and numerical data is of immeasurable importance. At this remarkable session, you will learn how to:

- Remember numerical information without time-consuming repetition
- Forget your daily planner - file your weekly appointments in your mind
- Develop laser-like focus and concentration
- Painlessly remember information that will boost your career
- Remember anniversaries and historical dates with ease
- Make a more powerful impression at meetings and presentations
- Razor-sharpen your business edge: Remembering verbal instructions and financial data
- Remember the names of hundreds of associates, clients and acquaintances.
- Discover creative powers you didn't know you had
- Enhance your image as a professional
- Cure absentmindedness forever!

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