




**P.A. Douglas**

**The Influential Assistant:**  
*The 49th Annual  
Administrative  
Professionals Course*

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*A message for management*

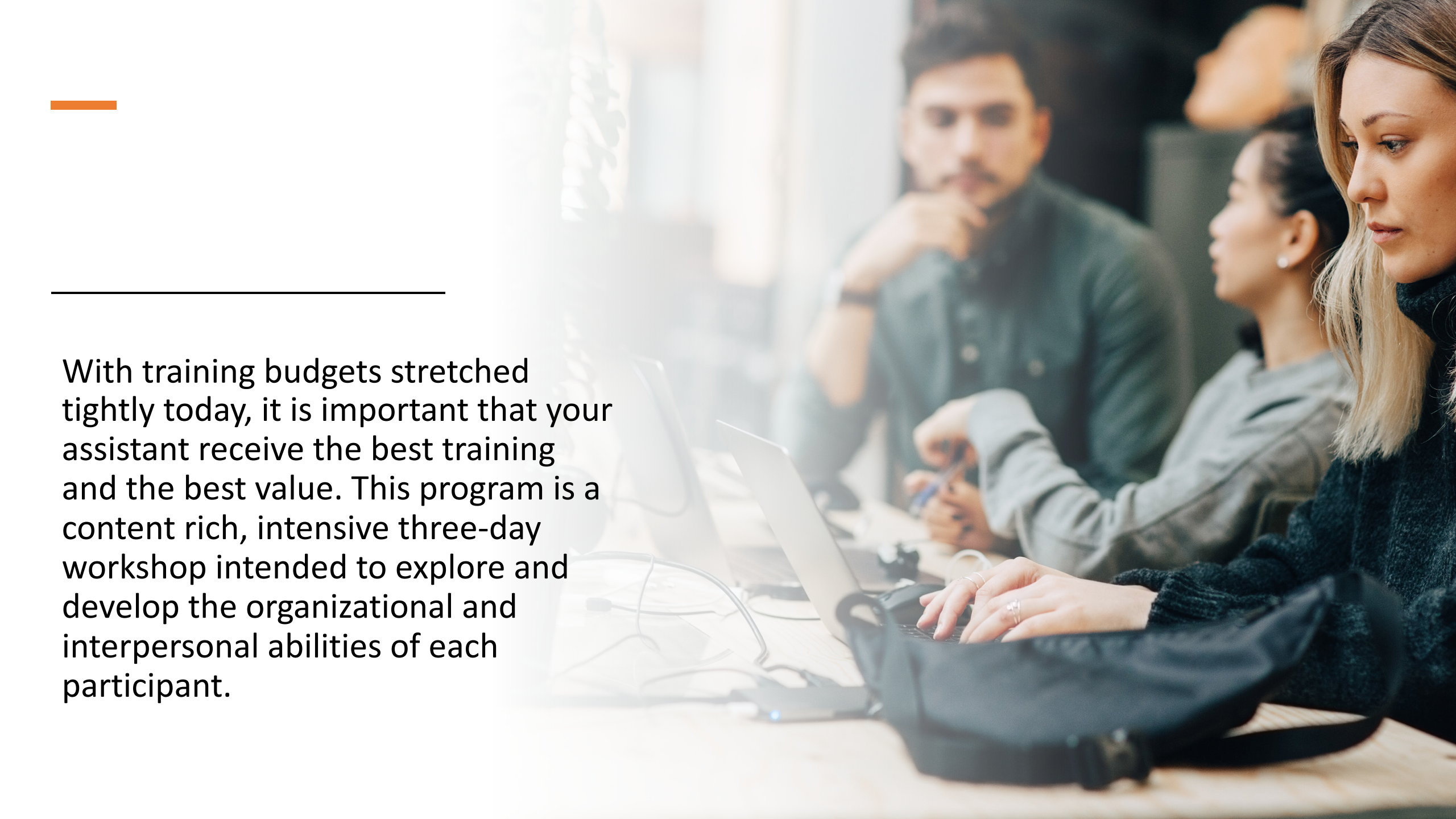




Much is expected of your assistant today. Good organization, management and people skills are no longer an option -- they are an imperative. At this comprehensive program, your assistant will participate in a significant learning experience with others who share the same responsibilities and face the same challenges.

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With training budgets stretched tightly today, it is important that your assistant receive the best training and the best value. This program is a content rich, intensive three-day workshop intended to explore and develop the organizational and interpersonal abilities of each participant.



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The Annual Administrative Professionals Course by P.A. Douglas and Associates is North America's highest rated, longest running and most comprehensive annual training event for Administrative Assistants and Executive Assistants.



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To assist you in evaluating the alternatives, please consider the following key advantages that the 49<sup>th</sup> Annual Administrative Professionals Course offers:

A woman with curly hair is sitting at a desk, working on a laptop. She is wearing a blue patterned shirt. The background is a bright, modern office space with a white wall and a hanging light fixture. The text is overlaid on the right side of the image.

# North America's Original Event for Administrative Professionals

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The Annual Administrative Professionals Course by P.A. Douglas and Associates has run continuously since the 1970's. More than 100,000 administrative professionals from virtually every major public and private organization in North America have attended in that time. The praise this course has received over the past forty-eight years reflects the persistent research and subsequent revision which ensures that the program is at the cutting edge.



# A Certified Course

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We use the university standard, our courses are taught by 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, JD, PMP, etc). Our faculty also have at least 12 years experience in their field of expertise. Being certified, in addition to your assistant will receive 2.2 continuing educational units (CEU's).



# Highest Training Return- On-Investment

- Enhancing productivity
- Providing your assistant with new organizational skills

We know your assistant's time is valuable, therefore rather than endless group discussions and navel-gazing, your assistant will leave this carefully tailored, content rich program with NEW practical skills that will immediately enhance her or his management, organizational, decision-making and interpersonal skills. The focus is on increasing your assistant's value to you and your organization.





## This course will benefit your assistant and your organization by:

- Enhancing productivity
- Providing your assistant with new organizational skills
- Enhancing **productivity**
- Providing your assistant with new **skills**
- Increasing overall **performance and effectiveness**
- Anticipating your needs thereby **developing a greater partnership**
- Promoting greater **teamwork by handling interpersonal conflicts** with agility and diplomacy
- **Motivating others** to set goals that **achieve greater results**
- **Protecting your – the manager's time**
- **Increasing job satisfaction** and thereby **employee retention**



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Specifically at **The Influential Assistant: Administrative Professionals Course** your assistant will develop two essential sets of skills: People Skills and Self Management Skills

# People Skills



The most frustrating limitations placed upon your administrative professional have little to do with their technical abilities; rather the most trying aspects of work involve dealing with people. To be really effective in dealing with others, your assistant must develop the ability to:

- *Establish greater trust and rapport with others*
- *Achieve greater team synergy and effectiveness*
- *Inspire juniors to take initiative*
- *Cope with different and sometimes difficult people*
- *Deal effectively with negativity in the workplace*
- *Become a more effective team leader*
- *Learn to proactively deal with conflict*
- *Deal with interpersonal problems that threaten team cohesiveness*

# Self Management



By improving your assistant's skills at managing projects, priorities and deadlines, while deflecting job-related stress, and developing your memory and concentration; they will gain a deeper sense of satisfaction and accomplishment. Specifically, your assistant will learn how to:

- *Apply best practices for effectively prioritizing time*
- *Better juggle people, paper, projects and priorities*
- *Protect your – the boss's time*
- *Develop strategies for preventing, reducing, and managing stress*
- *Anticipate and deal proactively with the boss's needs*
- *Enhanced ability to act more proactively*
- *Recognize and eliminate boss/assistant problems*

# APC Certification

Graduates of this program satisfy the course requirements for the Administrative Professional Certification (APC) offered by the College of Administrative Professionals. Earning your APC designation reflects your educational achievement, and it demonstrates to employers, co-workers and clients the investment made in professional development as well as commitment to your organization.





Some of the organizations we  
have worked with

Government of Canada

City of Edmonton

ATB Financial

FBI

US Army

US Navy

USAF

US Congress

NASA

State of California

State of Michigan

State of Alabama

State of Nevada

Johns Hopkins University

UC Berkeley

Princeton University

Smithsonian Institution

University of Illinois

University of Maine

New York City University

Texas A&M University

Los Angeles County

City of Las Vegas

City of Seattle

City of San Diego

Transport Canada

Saskatchewan Mutual

Insurance

McGill University

City of Calgary

Navajo Nation

Region of Waterloo

University of Regina

Edmonton Public Schools

Esso

Health Canada

Chevron

Strathcona County

RCMP

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For more than forty years, we have worked closely with HR departments, executives, managers and administrative professionals themselves 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. 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. Your assistant's time is too valuable to waste. I guarantee you the very best training available today.







Train with us today, for success tomorrow