

the **world-class** administrative professional course



**Aboard the Queen Mary
Long-Beach, California
May 8th - 11th, 2017**



**The 2017 AP Summit:
Our Master Program for
Administrative Professionals**

The AP Summit: world-class administrative professional

THE DOUGLAS DIFFERENCE: *With professional development budgets stretched tightly today, it is important that you obtain the best training available. For forty-four years P.A. Douglas courses has been recognized as the gold standard in administrative professional education:*

1. North America's Most Comprehensive and Enduring Administrative Professionals Programs

For more than forty years, 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 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.

2. Highly Qualified Faculty

We use the university standard, all our courses are taught by qualified faculty not scripted presenters. Knowledgeable and entertaining speakers, the vast majority of our faculty members hold at 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 on average 15 years experience working with administrative professionals.

3. 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, at our this seminar we provide and include your hotel accommodation so that everyone is under the same roof. For more information including the meals, networking socials, etc. please visit our website for this program: www.worldclassap.com.

4. A Truly Limited Enrollment Seminar:

This is university type seminar, NOT a conference in which you will be crammed into a ballroom with hundreds of others to listen to a keynote speaker and a bevy of motivational speakers. *The AP Summit: World-Class Administrative Professionals Course* is a content-rich, practical educational experience in which the communication is "two-way" and real and meaningful skills are taught. As a senior administrative professional your time is valuable, therefore rather than endless group discussions, you will leave this carefully tailored program with NEW practical skills that will immediately enhance your management, organizational and interpersonal skills.

5. A Course, not a Conference:

What's the Difference Between a Course and a Conference? Perhaps the greatest difference is that at a course the communication is two-way. You are not just a member of a large audience listening to a number of speakers giving talks up on a stage. There is a much greater feeling of collegiality and continuity at a seminar. The group is small and the focus is education, not entertainment. At the *AP Summit: World-Class Administrative Professionals Course*, you are engaged with the faculty. You are a participant, not just an attendee. The Course is content rich and designed to provide real knowledge and skills developed over decades designed to help you grow both as an administrative professional and as a person.

And you'll be in good company...

The following is a sampling of the more than twenty-thousand organizations that have sponsored participants at our public seminars and workshops:

General Motors	General Electric	Pepsico	
Ford Motor Company	General Dynamics	Procter & Gamble	Assembly of First Nations
Mercedes-Benz	General Mills	Motorola	Indian Tribes of Alaska
Rolls-Royce	Dun & Bradstreet	Bristol-Myers Squibb	Deni Nation
IBM	Levi Strauss	AT&T	Mohawk Council of Kahnawake
Xerox	Lever Brothers	Sprint	Samson Cree Nation
Intel	L.L. Bean	Exxon	Assembly of Manitoba Chiefs
Boeing	Kraft	FBI	MIT
Lockheed	Nabisco	RCMP	University of California
McDonnell-Douglas	Dow Jones	US Army	Johns Hopkins University
Hughes	Marks & Spencer	US Navy	UC Berkeley
Rockwell International	Price Waterhouse	USAF	Princeton University
Disney	Government of USA	DND	Stanford Univeristy
Universal Studios	Government of Canada	NASA	Georgia Tech
NBC	Government of Sweden	Harvard	University of Texas
CBS	Government of Uganda	University of California	Virginia State University
CBC	Government of Kuwait	CSU	Texas A&M University
Coca-Cola	CIA	\Tuskegee University	Brigham Young Univesity

the **AP**SUMMIT

THE WORLD-CLASS ADMINISTRATIVE PROFESSIONALS COURSE

For over forty years, P.A. Douglas has set the gold standard for excellence in AA and EA training. Recognized as America's leader in professional development for senior AP's, it is where administrative professionals come to learn, network, and engage with recognized leaders in the field. The **APSummit** is our most senior program. This high-level course will afford you the opportunity to set work expectations, better partner with your boss, influence and motivate other team members and develop your communication and coaching skills.

"Despite the length of the seminar, there was not a single boring moment. Dr. Douglas uses his experiences and a wonderful sense of humor to keep the interest. The quality of the seminar itself was outstanding."

- Marie Lynch,



Distinguished Faculty

Dr. Paul A. Douglas

Founder and President, P.A. Douglas & Associates

Our distinguished faculty is led by Paul A. Douglas, Dr. Douglas is an author and consultant to scores of major corporations, universities and governments. He has written seven books on management and leadership. A Certified Management Consultant (CMC) and holds a Master of Business Administration (MBA) degree from the University of Alberta where he taught in the Faculty of Business. He also has a Ph.D in business administration.



REGISTER NOW

www.worldclassap.com

One Inclusive Fee

The course fee for The World-Class Administrative Professionals Course is \$2,595.00. US\$ or \$3,495.00 CAN\$ at current exchange rates. However to assist our Canadian participants, a fee of just **\$2,895.00** Can\$ is offered to residents of Canada. The course fee includes three nights hotel accommodation as well a networking continental breakfast each day, a social mixer and cocktail reception, buffet luncheon, refreshments and a comprehensive courseware package. Hotel incidentals such as parking, resort fees, room service, etc. are the participant's personal responsibility. We are also pleased to offer a flexible cancellation policy. Should your plans change and you need to transfer to another session you can do so at no additional charge providing you provide 15 days written notice. The cancellation fee is \$500.00 provided 15 day notice is provided.



Leading & Influencing Others

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

- Understand that for AP's the key to successful leadership is the effective use of influence rather than reliance on authority
- Identify the levers that you can pull to influence others and enlist their support
- BEHAVIOURAL FLUENCY: Discover how this new breakthrough can vastly improve the quality of your communications in both your professional and personal relationships
- CREATE INFLUENCE: Getting greater results with people when you are not in charge
- Discover the appropriate use of the commander, dreamer, thinker and supporter roles
- Cope with different and sometimes difficult team members
- Develop best practices for presenting your arguments to others to secure buy-in
- Become a true proactive partner with your boss
- Communicate with your boss with credibility, confidence and charisma
- Succeed consistently with influential negotiation skills
- Cope more effectively with difficult co-workers and others who create stress in your environment
- Get what you need from others to accomplish your job and achieve your boss's goals
- Analyze your emotional intelligence strengths and weaknesses] and develop specific strategies for enhancing your emotional intelligence

Managing Your Projects

Research has shown that one of the most critical skills of highly successful administrative professionals is their ability to manage complex projects independently from conception to completion. At this important session, Tom Douglas, a Certified Project Manager (PMP) will provide the latest techniques and approaches that will give you the confidence to deal with the pressures, pitfalls and challenges associated with getting the job done:

- Plan, organize and control projects of any size
- Create project statements
- Understand your role and responsibility as a project manager
 - Determine project risks and develop contingencies
 - SWOT Analysis - what it means in organizing a project
 - Understand the socio-cultural aspects of project management
 - Identify the range of AP's are asked to complete



Managing Yourself

Your success and satisfaction in your present and future responsibilities is dependent on a number of self-management skills. By improving your skills at strategic execution - managing projects, priorities and deadlines more effectively, while deflecting job-related stress by learning to deal more effectively with different and sometimes difficult people as well as developing your memory and concentration, you will gain a deeper sense of accomplishment and fulfillment. At the World-Class Administrative Professionals Course: The AP Summit you will learn how to:

- Develop self-awareness - your style, strengths, weaknesses and blind spots
- Acquire the radar that instantly detects when people misunderstand you
- Understand the laws of influence - effectively persuading others
- Develop your leadership style to gain commitment from others
- Build your repertoire of management skills and core competencies
- Remarkably improve your ability to remember names and faces
- Build your emotional intelligence to communicate more effectively
- Develop your ability to resolve differences and maintain relationships at all levels
- Learn how to deliver speeches and presentations without the need for notes.
- Learn the communication traits others look for and admire in a leader
- Increase your long-term professional value with NEW skills, tools and strategies!



REGISTER NOW:

**www.worldclassap.com
or call 1-800-222-4062**

AGENDA



Partnering with Your Boss: Forming a New Connection

Becoming a proactive partner with your boss is essential to your success as an administrative professional. As well, you are increasingly 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. At this important session 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

Project Management Skills for Leading Administrative Professionals

Research has shown that one of the most critical skills of highly successful administrative professionals is their ability to manage complex projects independently from conception to completion. At this important session, Tom Douglas, a (PMP) Certified Project Manager will provide the latest techniques and approaches that will give you the confidence to deal with the pressures, pitfalls and challenges associated with getting the job done. This unit will show you how to plan, prioritize and manage projects in a fast-paced work environment, with less stress and greater results.

Memory for Management: Essential Mnemonic Skills for AP's

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. In your business or professional life as well as in your social life the ability to remember names and faces, appointments, numerical data and what you read is of immeasurable importance. Past participants say that learning how to deliver speeches and presentations without the need for notes was in itself well worth the cost of this seminar.

MBA Skills for Administrative Professionals

To be a highly effective administrative professional today you must be a strategist, a communicator, a coach, a mediator a diplomat and a politician! To experience sustained and lasting success you must continuously improve and renew your capabilities, You must know how to engage, collaborate with, and lead others. In this important module you will learn how to resolve team conflicts using emotional intelligent approaches to get more from your team by adapting your unique style to every situation. You will learn how to motivate every member of your team - even when they don't share your values. You will discover how to conduct effective interviews using positive and corrective communication to turn problem juniors around. Whether you're new to supervision or working to enhance your effectiveness as a senior

INFLUENCE: Getting Results - Even When You Are Not In Charge

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 a way that others feel connected to you? At this session you will discover the seven essential influence strategies and discover which is most appropriate to each communication



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THE QUEEN MARY

May 8th - 11th, 2017
The Queen Mary Hotel
Long-Beach (Los Angeles)

- Achieve greater influence with emotional intelligence (EQ)
- Becoming a proactive partner with your boss
- Getting results with people - even when you are not in charge
- Succeed consistently with new influential negotiation skills
- Plan, organize and control projects of any size
- Vastly improve your memory and concentration
- Build your repertoire of management skills and core competencies
- Develop a winning combination of diplomacy and professionalism

