

# the niagara management course



May 29th - June 1st, 2017  
Hilton Niagara Fallsview



skillfully **influencing** others  
effectively **managing** self

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## Skillfully Influencing Others, Effectively Managing Self

**THE DOUGLAS DIFFERENCE:** *With professional development budgets stretched tightly today, it is important that you obtain the best training available. For forty-four years this, our flagship management course has been recognized as the gold standard in leadership and management*

### 1. North America Most Comprehensive and Enduring Leadership and Management Development Program

For more than forty years, we have worked closely with HR departments, managers and other stakeholders 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 the Niagara Management Course has received over the past twenty-eight years reflects the persistent research and subsequent revision which ensures that the program 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, most of our faculty members hold at least a Masters Degree from a fully accredited university and one or more professional qualifications, (Ph.D., CMC, JD, PMP, etc). Our faculty also have on average 15 years experience providing professional development training with P.A. Douglas.

### 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 this seminar we provide and include your hotel accommodation so that everyone is under the same roof. For more information including meals, networking socials, etc. please visit the website for this program: [www.niagaracourse.com](http://www.niagaracourse.com).

### 4. A Truly Limited Enrollment Seminar:

This is **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 Niagara Management Course** is a content-rich, practical educational experience in which the communication is "two-way" and real and meaningful skills are taught. 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 this 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 professionally 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
Mercedes-Benz	General Mills	Motorola
Rolls-Royce	Dun & Bradstreet	Bristol-Myers Squibb
IBM	Levi Strauss	AT&T
Xerox	Lever Brothers	Sprint
Intel	L.L. Bean	Exxon
Boeing	Kraft	FBI
Lockheed	Nabisco	RCMP
McDonnell-Douglas	Dow Jones	US Army
Hughes	Marks & Spencer	US Navy
Rockwell International	Price Waterhouse	USAF
Disney	Government of USA	DND
Universal Studios	Government of Canada	NASA
NBC	Government of Sweden	Harvard
CBS	Government of Uganda	University of California
CBC	Government of Kuwait	CSU
Coca-Cola	CIA	\Tuskegee University

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SKILLFULLY INFLUENCING OTHERS, EFFECTIVELY MANAGING SELF

*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 develop 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. In short, you will learn to manage people, resources and self!*



## Distinguished Faculty

**Dr. Paul A. Douglas**

**Founder and President, P.A. Douglas & Associates**

*Our faculty is led by Paul A. Douglas, 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) he holds Bachelor of Commerce degree and 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.*



**TO REGISTER  
PLEASE GO TO:**

**[www.niagaracourse.com](http://www.niagaracourse.com)**

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

**- Jim Lechner, RCMP**

## One Inclusive Fee

The course fee for the Niagara Management Course is \$2,595.00 (USD) which includes three nights first-class hotel accommodation (both room and taxes) at the Hilton Niagara Fallsview, Niagara Falls' premier hotel. The Hilton Fallsview with its extraordinary location, atop the escarpment offers the most spectacular views of the city and of one of the world's most famous attractions. Recognizing that there are real benefits that accrue to the organization when two or more individuals experience this course together, the course fee for two participants is \$2,495.00 and just \$2,295.00 when three or more attend. Continental breakfast will be provided each day, as well attendees will enjoy a hosted bar and reception on day one, buffet luncheon on day two, refreshments throughout and a comprehensive courseware package. Hotel incidentals such as parking, resort fees, room service, etc., are the participant's personal responsibility. Should your plans change and you need to transfer to another session, you can do so at no additional charge providing 15 days notice is given. The cancellation fee is only \$500.00 again with 15 days notification.



## Influencing Others

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

- Understand that 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
- Practice your skills at getting commitment from your staff in performance management situations
- What does it really mean to achieve positive results through people?
- Discover the appropriate use of the commander, dreamer, thinker and supporter roles
- Achieve greater team synergy and effectiveness
- Cope with different and sometimes difficult team members
  - Conduct crisp, successful interviews by applying the nine-step coaching model
    - Identify the key factors contributing to employee engagement and their importance
      - Cope successfully with complainers and those who will not communicate
        - Avoiding the greatest mistakes many managers make during a disciplinary interview
          - Develop best practices for presenting your arguments to others to secure buy-in
            - Focus on the different bases of influence, identifying how each be used to develop coalitions and alliances
              - Centre on what exceptional leaders actually DO



*"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.*

## Managing Yourself

*Success in your present and future management responsibilities is dependent on a number of self-management skills. By improving your competence in strategic execution - managing projects, priorities and deadlines more effectively, while deflecting job related stress, enhancing your emotional intelligence and developing your memory and concentration to a remarkable degree, you will gain a deeper sense of satisfaction and accomplishment. Specifically, at the Niagara Management Course you will learn how to:*

- Identify your "Primary Time Style" and how to make it work for you
- Learn to handle the three types of events that erode your effectiveness – the unimportant task, the unanticipated task and other people's priorities
- Successfully avoid the manipulative time tactics of others
- Develop self-awareness - your style, strengths, weaknesses and blind spots
- Acquire the radar that instantly detects when people misunderstand you
- 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
- Recognize and deal with your "Type A" behaviour
- Lose your fear of "Kineahora" and improve your self-esteem
- Build your emotional intelligence to communicate more effectively
- Learn the communication traits employees look for and admire in a leader
- Solve project problems and come in on time every time!

**REGISTER NOW:**

**[www.niagaracourse.com](http://www.niagaracourse.com)**

**or call 1-800-222-4062**



# AGENDA



## STRATEGIC EXECUTION:

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 yourself, your time and your reactions to events beyond your control. You will develop the skills that will help you get the best results in the least amount of time, juggle priorities with greater ease, thus affording you the opportunity to make greater headway on your exigencies. You will acquire the ability to adjust to shifting demands in a more professional and self-confident manner, thereby creating greater feelings of satisfaction and accomplishment.

## Managing Conflict, Stress and Negative Emotions in the Workplace

The Niagara Management Course will improve your understanding of how human behaviour can affect the functioning of an organization. Unquestionably, the pressure of doing more with fewer resources and tighter timelines will only intensify over the next decade. At this important session you will come to recognize the sources, symptoms and effects of stress and will develop strategies for effectively preventing, reducing, and managing it. You will lessen relationship stress by learning how to dramatically enhance your ability to deal more effectively with different and sometimes difficult people. This module will also arm you with the skills needed to maintain emotional control at work - and to survive the negative emotions of others.

## Memory for Management

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.

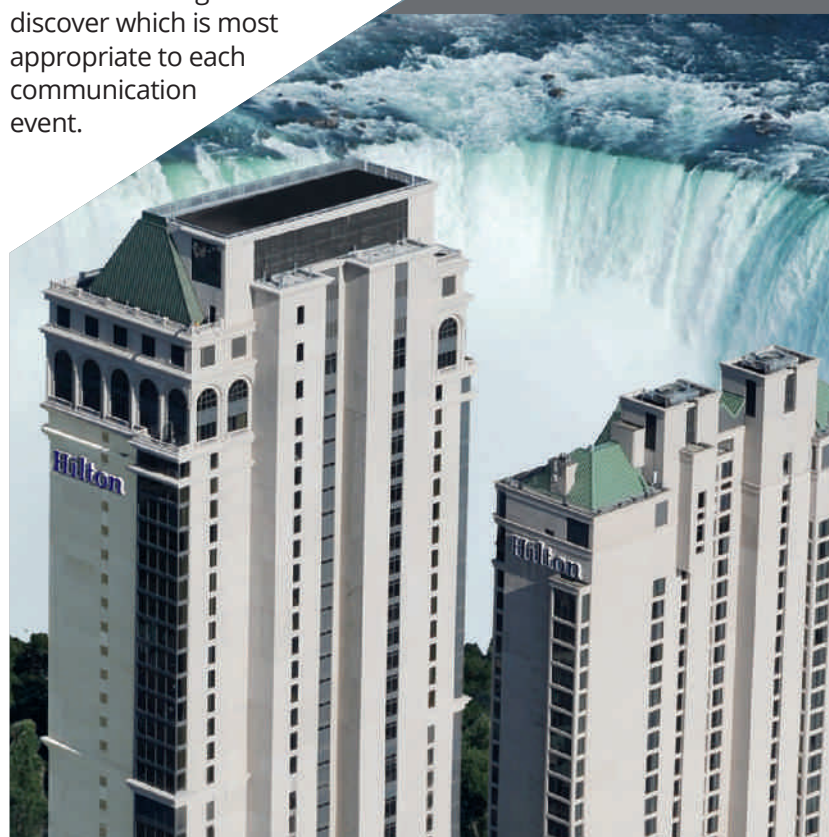
## Improving Managerial Effectiveness

To be a highly effective manager today, you must be a strategist, a communicator, a coach, a mediator, a diplomat and a politician! To experience sustained and enduring 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 emotionally intelligent approaches to get more from your team by adapting your management 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 feedback to turn problem employees around. Whether you're new to management or working to enhance your effectiveness as a manager, the Niagara Management Course will help you elevate your game, engaging others to achieve the results you seek.

## 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 ways that make 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 event.

*May 29th - June 1st, 2017  
Hilton Niagara Fallsview  
Niagara Falls, Ontario*



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



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May 29th - June 1st, 2017  
Hilton Niagara Fallsview



**BANFF MANAGEMENT**  
Oct 31st - Nov 3rd, 2017  
Fairmont Banff Springs

- INFLUENCE: Getting results with people
- BEHAVIOURAL FLUENCY: New breakthroughs in communication
- Achieve greater team synergy and effectiveness
- Working with emotional intelligence (EQ)
- Plan, organize and control projects of any size
- Managing stress and negative emotions in the workplace
- Strategic Execution: Getting it all done
- Memory for Management

