

THE **WORLD CLASS** **ADMINISTRATIVE** **PROFESSIONALS COURSE**

SEPTEMBER
5th to 8th 2018
NASHVILLE,
TENNESSEE



**REACH NEW
HEIGHTS IN
YOUR CAREER**

**FIRST CLASS TRAINING
TO HELP YOU
MAXIMIZE YOUR
POTENTIAL**



America's Foremost Advanced Course for Administrative Professionals

WHO WE ARE

Our mission is to provide the best possible training to employees across North America in order to foster knowledge and strengthen organizations. Established in 1975, P.A. Douglas has set the gold standard in A.A. and E.A. training. Recognized as North America's leader in professional development, it is where Professionals come to learn, network and engage with leaders in the field.

WHO SHOULD ATTEND?

This program is ideally suited to the development needs of Administrative Assistants, Executive Assistants, Team-Leaders, Office Managers and other senior members of the administrative support staff who wish to expand their skills so as to better support their organization and enhance their careers.

REGISTER NOW



www.worldclassap.com

or CALL 1-800-222-4062

COURSE FRAMEWORK

Below are some specific skills

INFLUENCE: GETTING RESULTS WHEN YOU ARE NOT IN CHARGE

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

- Learn to work through conflict situations & turn resistance into agreement
- Understand how to communicate your ideas effectively to your boss
- Establish trust and rapport to build effective relationships
- Be able to accurately read situations, individuals and groups
- Influence your colleagues to support your proposals
- Learn how to evaluate your audience and frame your message
- Discover the seven influence strategies and learn which is most appropriate for each communication event

MANAGING SELF

Success and satisfaction in your role is dependent on self-management skills, improving strategic execution, deflecting stress and managing projects, priorities and deadlines. This segment will explore:

- How to handle the 3 types of events that erode your effectiveness - the unimportant task, the unanticipated task and other people's priorities
- Discovering your individual BEHAVIOURAL STYLE, in the workplace and in your personal life
- Developing self-awareness; your style, strengths and weaknesses
- Better cope with different, sometimes difficult people
- Deal with interpersonal problems that threaten team cohesiveness
- Learning how to control yourself, your time and your reactions to events outside of your control
- Developing strategies for preventing, reducing and managing stress

ADVANCED MEMORY SKILLS FOR ADMINISTRATIVE PROFESSIONALS

Mastering your memory is a necessity in your professional and personal life. At this session, you will:

- Explore the essential memory skills for administrative professionals
- Learn the proven 7 step mnemonic system for remembering names and faces
- Deliver speeches and presentations without the need for notes
- Train your memory so you will never forget a list again
- Help cure your absentmindedness

PARTNERING WITH YOUR BOSS

Becoming a proactive partner with your boss is essential to your success. This session will help you:

- Communicate confidently and assertively; developing and using your personal power and influence.
- Understand different management styles for more effective collaboration
- Be seen by your boss and by others as a valuable professional resource
- Improve your ability to anticipate your boss' needs
- Get what you need from others in order to do your job and achieve your boss' goals
- Identify the key characteristics of effective partnering
- Represent your boss with greater confidence

PROJECT MANAGEMENT FOR SENIOR ADMINISTRATIVE PROFESSIONALS

Projects contribute to the success of any organization and your role is essential to this function. This segment explores:

- Learning how to apply your interpersonal skills to better help your team meet or exceed the goals of your projects
- Understand the fundamentals of project management and how every project is unique
- Plan, organize and control projects of any size
- Create project statements
- Solving project issues quickly and come in on time, every time
- Understand critical project success factors and failures
- Determine project risks and develop contingencies



PRICING

of the topics we will focus on, as well as the you will develop at this advanced course:

MBA SKILLS FOR ADMINISTRATIVE PROFESSIONALS

To experience success, you must continuously improve and renew your capabilities. In this section you will discover:

- Building your management skills and core competencies
- Learning how to conduct effective interviews
- Developing your own leadership style and the leader within you
- Engage, collaborate and lead members of your team
- Establishing communication channels that build trust
- Learn how to minimize and handle interpersonal conflict
- How to get others engaged to achieve the results you need

You will find a detailed itinerary of this course at: www.worldclassap.com

“

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.*

“

What an awesome experience!

- *Constance W.*

University of Memphis

ONE INCLUSIVE FEE

Our program is structured to give you the total package.

Your course fee of \$2,595 (US\$) includes:

- 3 nights hotel accommodation (room and taxes)
- Comprehensive courseware package
- Daily Breakfast
- Hosted bar on night one
- Buffet luncheon on day two
- Refreshments throughout

GROUP BOOKING

Recognizing that there are added benefits to the organization when individuals experience this course together, the course fee for three or more participants is just \$2,295 (US\$). For five or more participants, please call 1-800-222-4062 for the course fee. Please note, hotel incidentals such as parking, resort fees, room service etc. are the participant's personal responsibility. Please see our website for our very flexible substitute/cancellation policy.



THE DOUGLAS DIFFERENCE:

We are committed to providing you with the best training available. For 45 years, our courses have been recognized as the gold standard in Administrative Professional education because of the following unique features:

NORTH AMERICA'S MOST COMPREHENSIVE AND LONGEST RUNNING ADMINISTRATIVE PROFESSIONALS PROGRAM.

Since day one we have worked closely with HR departments, Managers, and Administrative Professionals 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 crafted our programs. The praise this course has consistently received reflects our persistent research and subsequent revision which ensures this course is at the cutting edge.



Dr. Paul A. Douglas is the leader of the faculty and the architect of the program, Paul has dedicated his life to the educational needs of administrative professionals. He has written seven books on the role of 'assistant to,' is a Certified Management Consultant (CMC) and holds both an MBA and a PhD degree. Immediately feel at ease with Paul, he communicates with wit, warmth and enthusiasm.

HIGHLY QUALIFIED FACULTY

We use the University standard, all of our courses are taught by qualified faculty, not scripted presenters. Knowledgeable and entertaining, all 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 also have on average 15 years' experience working with Administrative Professionals.

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 provide and include your hotel accommodation so that everyone is under the same roof.

A TRULY LIMITED ENROLLMENT SEMINAR

This is not a conference where you will find yourself crammed into a ballroom with hundreds of others, listening to a stage full of motivational speakers. The World-Class Administrative Professionals Course is a limited-enrollment, content rich, educational experience where real and meaningful skills are taught by a highly qualified faculty. The communication is "two-way" fostering an open dialogue. You will leave this program with new and practical approaches that will immediately enhance your organizational and interpersonal skills.

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:



THE 2018 WORLD CLASS ADMINISTRATIVE PROFESSIONALS COURSE NASHVILLE, TENNESSEE September 5th - 8th 2018



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

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CAN'T MAKE THESE DATES? INTERESTED IN A DIFFERENT COURSE OR LOCATION?
PLEASE GO TO OUR WEBSITE **www.padouglas.com** FOR UPCOMING EVENTS
AND CITIES THROUGHOUT NORTH AMERICA IN 2018