

the influential assistant

THE 44th ANNUAL ADMINISTRATIVE
PROFESSIONALS COURSE

2017/2018

Orlando
Las Vegas
Niagara Falls
Honolulu
San Francisco



America's premier event for
Administrative Professionals

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THE 44th ANNUAL ADMINISTRATIVE PROFESSIONALS COURSE

THE DOUGLAS DIFFERENCE: *With professional development budgets stretched tightly today, it is important that you receive the best training available. For forty-four years, the Annual Administrative Professional Course, our flagship seminar, has been recognized as the gold standard in administrative professional education:*

1. America's Most Comprehensive and Enduring Administrative Professionals Program

For more than forty years, 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 this extensive experience that we have crafted our programs. The praise this course has consistently received reflects the persistent research and subsequent revision which ensures that the program is always at the cutting edge.

2. Highly Qualified Faculty

We use the university standard, all of our courses are taught by qualified faculty - not scripted presenters. Knowledgeable and entertaining speakers, 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.

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. 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.annualap.com

4. A Truly Limited Enrollment Seminar:

The group is small and the focus is on how to best address your individual professional development needs. Research shows that limited enrollment programs lead to a greater level of involvement; both among participants as well as with the instructors. It also enables the faculty to better tailor the course to your individual needs and interests. You will also be able to make friends and form relationships. Besides being highly educational, this course is lively and entertaining - you will not be bored!

5. A Course - NOT a Conference

What's the Difference between a course and a conference? Perhaps the greatest difference is that at a true professional development course, communication is 'two-way'. You will NOT be crammed into a ballroom with hundreds of others to listen to a keynote and a bevy of motivational speakers up on stage. Rather, at our course, you will experience a much greater feeling of collegiality and a sense of team. It is about education, and networking with other administrative professionals like yourself. This course is content-rich where real and meaningful skills are taught by a highly-qualified faculty. At The 44th Annual Administrative Professionals Course: The Influential Assistant, you are a participant, not just an audience member. And, unlike other programs, at our course, all participation is on a volunteer basis, you will never be asked to do anything that makes you feel uncomfortable - ever!

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
Ford Motor Company
Mercedes-Benz
Rolls-Royce
IBM
Xerox
Intel
Boeing
Lockheed
McDonnell-Douglas
Hughes
Rockwell International
Disney
Universal Studios
NBC
CBS
CBC
Coca-Cola

General Electric
General Dynamics
General Mills
Dun & Bradstreet
Levi Strauss
Lever Brothers
L.L. Bean
Kraft
Nabisco
Dow Jones
Marks & Spencer
Price Waterhouse
Government of USA
Government of Canada
Government of Sweden
Government of Uganda
Government of Kuwait
CIA

Pepsico
Procter & Gamble
Motorola
Bristol-Myers Squibb
AT&T
Sprint
Exxon
FBI
RCMP
US Army
US Navy
USAF
DND
NASA
Harvard
University of California
CSU
Tuskegee University

Assembly of First Nations
Indian Tribes of Alaska
Deni Nation
Mohawk Council of Kahnawake
Samson Cree Nation
Assembly of Manitoba Chiefs
MIT
University of California
Johns Hopkins University
UC Berkeley
Princeton University
Stanford University
UCLA
Georgia Tech
University of Texas
Virginia State University
Texas A&M University
BYU

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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, it is where administrative professionals come to learn, network, and engage with recognized leaders in the field. No other program or event provides the high quality, all inclusive package as does *The 44th Annual Administrative Professionals Course*.

“Our mission is to provide the best possible training to individuals across North America in order to foster knowledge and further strengthen organizations.”



Founder and Author of the Course Dr. Paul A. Douglas

Leader of the faculty and the architect of the program, Paul has dedicated his life to the training needs of administrative professionals. He has written seven books on leadership and the role of the administrative professional. He is a Certified Management Consultant (CMC) and holds a Bachelor of Commerce 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. You will immediately feel at ease with Paul, he communicates with wit, warmth and enthusiasm. Join us this year by now registering at:

www.annualap.com



One Inclusive Fee

The fee for **The Influential Assistant: The 44th Annual Administrative Professionals Course** is \$2,495.00 which includes **three-nights' hotel accommodation**, at the first-class properties shown. As well as your hotel accommodation (room and taxes), your course fee includes breakfast each day, a buffet lunch on day two, hosted bar and reception on the first evening, a comprehensive materials package and refreshments throughout - a **\$1000** value. Hotel incidentals such as parking, resort fees, room service, etc. are the participant's personal responsibility. We are also pleased to offer a flexible substitute/cancellation policy. Should your plans change and you need to transfer to another session you can do so, at no additional charge providing 15 days' notification is given. Please see our website for complete details at: www.annualap.com.

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 really effective in working with others, you must perfect your ability to:

- Exert Influence in the absence of direct authority
- Employ BEHAVIORAL FLUENCY: A new breakthrough that will vastly improve the quality of your communication in both your professional and your personal relationships
- Deal more successfully with difficult co-workers and others who create stress in your environment
- CREATE INFLUENCE: Get greater results with people - even when you are not in charge
- Become a true partner with your manager
- Analyze your emotional intelligence strengths and weaknesses and develop specific strategies for enhancing your emotional intelligence
- Identify your workplace's emotional culture
- Discover your unique behavioral style
- Achieve greater team synergy and effectiveness
- Win cooperation and trust, energizing juniors to excel
- Cope with different and sometimes difficult people
- Deal with interpersonal problems that threaten team cohesiveness
- Select motivators based on individual needs
- Learn the five key influence strategies for turning resistance into agreement
- Receive numerous tips for successfully working with others as part of a team
- Build an administrative professionals team and elevate the value of your work
- View the AP's guide to self-awareness
 - Build your personal brand: Showcasing the best you!
 - Become a "modern assistant" – a role-model for other APs
 - Position yourself as an influential leader
 - Learn behaviors that attract meaningful connections
 - Get more people to like you!

"I enjoyed the entire course I would provide constructive criticism if I could think of something, however, this seminar has surpassed any and all of my expectations. I loved it!"
— G. Milot, Novatel

Managing SELF

Success and satisfaction in your present and future responsibilities is 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 44th Annual Administrative Professionals Course: The Influential Assistant, you will:

- Learn to handle the three types of events that erode your effectiveness – the unimportant task, the unanticipated task and other people's priorities
- Learn how to avoid the manipulative time tactics of others
- Develop self-awareness - your style, strengths and weaknesses
- Identify and overcome irrational beliefs that might be holding you back
- Understand the laws of influence - effectively persuading others
- 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
- Lose your fear of "Kineahora" and improve your self-esteem
- What we can learn from Adams, Monroe, Prinze and Prior
- Solve project issues quickly and come in on time – every time!
- Find ways to show your initiative and forward thinking
- 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!



www.annualap.com
or call 1-800-222-4062

Bring this course
on-site
Maximize your training budget!
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COURSE FRAMEWORK

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

The future belongs to the influential assistant. Whether you're interacting with colleagues, subordinates or management; gaining respect and cultivating influence are absolutely essential to your success. You need to communicate your ideas persuasively to your boss, influence your colleagues to support your proposals and convince your team to, "buy in." You must know how to evaluate your audience and frame your message in such a way that people feel connected to you. At this important session you will discover the seven influence strategies and identify which is most appropriate to each communication event.

BEHAVIORAL FLUENCY: Communicating with Tact, Diplomacy and Credibility

There has never been a time when it was more important to build successful work relationships to achieve organizational goals. In this module, you will be introduced to the concept of behavioral fluency and discover the competencies critical to solid work relationships and career success. To be a highly effective administrative professional, you must be a strategist, a coach, a diplomat and a politician! You must know how to engage, collaborate with, and lead others. You will discover the strengths and weaknesses of your individual behavioral style and learn how to resolve team conflicts using emotionally intelligent approaches.

"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."

Gaining Control of your Projects, Priorities and Deadlines

Every day you are judged on your organizational skills. Your ability to execute plans and complete 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 outside of 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 and will learn how to bring your boss's big picture thinking back to life. You will acquire the ability to adjust to shifting demands with grace and clarity, increasing harmony and the sense of accomplishment.

Managing Conflict, Stress and Negative Emotions in the Workplace

The 44th Annual Administrative Professionals Course will improve your understanding of how human behavior can affect the functioning of an organization. Unquestionably, the pressure of doing more with fewer resources and tighter time lines 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 distress. You will reduce relationship stress by learning how to communicate more successfully with the most challenging people in your life. This module will also arm you with the skills needed to maintain emotional control at work — and to better cope with the negative emotions of others.

Memory Skills for Administrative Professionals

To master your memory is to invite success in your career, in education and in your relationships. A trained memory is an absolute necessity for today's administrative professional. In your work life as well as in your social life, the ability to remember names and faces, be able to deliver a speech, conduct a presentation or simply offer a toast without the need for written notes, is of immeasurable importance. At the *44th Annual Administrative Professionals Course*, you will develop these and other essential mnemonic skills



Course Schedule

Please go to our website at: www.annualap.com to see a detailed course schedule.



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REGISTER NOW: www.annualap.com



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ORLANDO

Nov. 6th - 9th, 2017

Hilton Walt Disney World

LAS VEGAS

Nov. 14th - 17th, 2017

Luxor Hotel & Resort

NIAGARA FALLS

Nov 28th - Dec 1st, 2017

Hilton Niagara Fallsview

HONOLULU

December 4th - 7th, 2017

Hilton Hawaiian Village

ORLANDO

April 9th - 12th, 2018

Hilton Walt Disney World

SAN FRANCISCO

May 7th - 10th, 2018

Hyatt Fisherman's Wharf

Hilton

LUXOR
LAS VEGAS

Hilton

Hilton

Hilton

HYATT

- **INFLUENCE:** Getting results with people - when you are not in charge
- **BEHAVIORAL FLUENCY:** New breakthroughs in communication
- Communicating with tact, diplomacy and credibility
- Working with emotional intelligence (EQ)
- Partnering with your boss
- Managing stress and negative emotions in the workplace
- **Strategic Execution:** Getting it all done
- Powerful memory skills for administrative professionals

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