

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

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 lead 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), he 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



Leading and 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 a reliance on authority
- Identify the levers that you can pull to influence others and enlist their support
- BEHAVIORAL FLUENCY: Discover how this new break through 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
- 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 projects AP's are asked to complete

Managing Yourself

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 relationship stress and 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
- Use strategic diplomacy to handle office politics and challenging situations
- Apply assertive verbal and nonverbal communication behaviors
- Develop your leadership style to gain commitment from others
- Avoid the greatest interview mistakes AP's make
- Develop the leader within you
- 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. The way in which you do so greatly impacts 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 to influence others. 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

Managing and executing projects on time and on budget is fundamental to the success and growth of any organization. In our fast-paced work environment, your role as an AP or EA is essential to reaching the goals set out from beginning to end in any project. In this carefully tailored seminar you will explore the fundamentals of project management and understand how every project is unique. You will learn how to apply your interpersonal skills such as, communication, decision-making, time management and motivation to better help your team meet or exceed the goals of your projects.

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.

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 hope to move into management per se or are working to enhance your effectiveness as an administrative professional, this 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 also know how to analyze your audience and frame your messages in ways that cause others to feel connected to you. At this session you will discover the seven essential influence strategies and discover which is most appropriate to each communication situation.



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 have been recognized as the gold standard in administrative professional education:*

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

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 that ensures that our courses are 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 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 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: www.worldclassap.com.

4. A Truly Limited Enrollment Seminar:

This is a true 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. There is a much greater feeling of collegiality and continuity at a seminar. The group is small and the focus is education, not entertainment. **The AP Summit: World-Class Administrative Professionals Course** is a content-rich, practical educational experience in which the communication is "two-way" 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.

"I enjoyed the entire experience. 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!"

— Georgelaine Milot

"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."

— Diana Scheper

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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- Succeed 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

