



**PA DOUGLAS
& ASSOCIATES**

The Effective Office Managers Course

SAN FRANCISCO

June 12th - 15th, 2023
The Hyatt Fisherman's Wharf

NASHVILLE

September 11th - 14th, 2023
The Graduate Nashville



Leadership is an action, not a position!

To manage an office effectively, you must first manage yourself - your behavior, organization and decision-making. Only then can you effectively lead others to achieve maximum results. This course will help increase your skills as a manager and a leader.

You will learn the best practices and principles of successful office management, leading to continuous improvement in productivity.

At this comprehensive three-day course, you will learn to communicate more confidently with individuals at all levels within your organization, including difficult staff members.

You will foster the management skills needed to drive performance, orchestrate change and develop your team. You will learn to manage conflict more effectively and gain valuable insights into coping with stress.

You will expand your interpersonal skills and influence, thus becoming a more accomplished and respected leader.

You will refine your critical thinking abilities, learning to approach decision-making from a sound, logical perspective.

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

The Douglas Difference



With professional development budgets stretched tightly today, it is important that you obtain the best training available. For fifty years, the *Effective Office Managers Course* has been recognized as the gold standard in leadership and management development.

1. The Most Comprehensive and Longest Running Leadership and Management Development Program

For five decades, we have worked closely with HR departments, managers and other stakeholders to ensure that our courses meet and exceed the rigorous needs of our participants. It is from this extensive experience that we have meticulously crafted our program. The praise our management and leadership courses have received reflects the persistent research and subsequent revision which ensures that our programs are at the cutting edge.

2. A Truly Limited Enrollment Seminar

We know your time is valuable, that is why this is not a conference or large seminar in which you will be crammed into a ballroom with hundreds of others to listen to a bevy of motivational speakers. **The Effective Office Managers Course** is a content-rich, practical educational experience in which the communication is "two-way" and where real, concrete skills are taught. At this course you are a participant not an audience member. You will leave this carefully tailored program with NEW practical skills and techniques that will immediately enhance your management, leadership 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:



3. Highly Qualified Faculty

We use the University standard. All of our courses are taught by academically 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 team members also have on average 20 years' experience providing leadership training.

4. 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, where participants must arrange their own accommodation, at **The Effective Office Managers Course** we arrange and include your hotel accommodation so that every-one is under the same roof. This course provides a unique opportunity to get away from things, expand your management and leadership skills and renew your spirit in an exciting venue.

5. A Professional Certification Course – NOT A CONFERENCE

What's the Difference between a course and a conference? Perhaps the key difference is that at a true professional development course, a real dialogue is established. At a true educational course, there is a much greater feeling of collegiality and continuity.

Personally Directed By: Dr. Paul A. Douglas

The **2023 Effective Office Managers Course** will be personally led by Paul A. Douglas, Ph.D., an internationally acclaimed speaker and consultant to scores of major corporations, universities and governments. Dr. Douglas' primary expertise is leadership, influence and critical thinking. He has written over a dozen books, including **Critical Thinking and Influential Leadership** and **Managing Self**. He is a Certified Management Consultant (CMC). He holds a Bachelor of Commerce (B.Com.) and Master of Business Administrative (MBA) degrees from the University of Alberta, where he taught in the Faculty of Business. He also has a doctorate (Ph.D.) in business administration, with a specialty in organizational theory and behavior. Most importantly, the insights and practical techniques he presents come from the real world. Immediately you will feel at ease with Paul; he communicates with wit, warmth and enthusiasm.

PLEASE VISIT WEBSITE TO VIEW OUR OTHER FACULTY MEMBERS



COURSE SCHEDULE

Day One

Seminar registration will take place in the foyer between 4:00 p.m. and 5:00 p.m. on the day of your arrival. The seminar itself will begin at 5:00 p.m. with a welcome and introductory session. Course materials will be distributed at this session and participants will be assigned to self-directed work groups. Following this one hour session, a reception and hosted bar will take place. This is a great kickoff to a great course and provides an opportunity to meet both the faculty as well as other participants.

Day Two

On the second day, participants will begin with a review of the course materials and a discussion of the key concepts. This will be followed by a series of interactive exercises designed to reinforce the learning objectives. The day will conclude with a summary of the key points and a Q&A session.

Day Three

On the third day, participants will engage in a series of case studies and role-playing exercises. These activities are designed to help participants apply the concepts learned in the previous days to real-world situations. The day will end with a final review and a certificate ceremony.

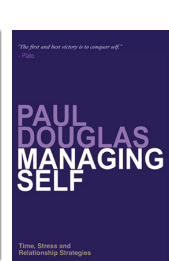
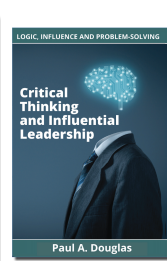
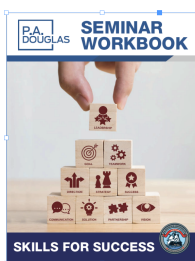
Day Four

On the fourth day, participants will have a chance to reflect on their learning and share their insights with the group. This will be followed by a final Q&A session and a closing ceremony. Participants will receive their course materials and certificates of completion.



Comprehensive Course-ware Package

The course materials you will receive at **The Effective Office Managers Course** include a 50 page workbook, your personal **iMind Behavioral Assessment** as well as the Kindle/eBook editions of two of Dr. Douglas' popular books, **Managing Self** and **Critical Thinking and Influential Leadership**.



“

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

- Jim Lechner, R.C.M.P.



OBJECTIVES

As an office manager, it's critical that you have the skill set to optimally manage the office for efficiency, productivity and collegiality, all with a high level of professionalism.

While the role and responsibilities of the office manager are broad and diverse, to truly excel, there are four essential areas of competence you must master - leadership, emotional intelligence, critical thinking, and strategic execution.

This comprehensive three-day program is designed to provide intense exposure to these crucial skills.



DATES

June 12th - 15th, 2023
Hyatt Fisherman's Wharf
San Francisco, California

September 11th - 14th, 2023
The Graduate Nashville
Nashville, Tennessee



A must for those individuals in middle and upper management, I know my management skills will change due to this course."

- David Iwaskow, IGL Ltd.

Who Should Attend?

This practical, highly interactive program is ideally suited to the professional development needs of office managers, administrative managers, team leaders, process and production supervisors as well as others having the responsibility of developing procedures to make the administrative component of the organization more effective and efficient and so aid their organization in attaining its mission, vision and objectives.



**REGISTER NOW:
WWW.PADOUGLAS.COM**



INFLUENCING OTHERS

The most frustrating limitations placed upon you as an office manager 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 dealing with others, you must perfect your ability to:

- Build your repertoire of management skills and core competencies
- Develop the 7 characteristics of a transformational leader
- Build your brand through effective relationships with people at all levels.
- Identifying the key motivational needs that drive behavior and influence performance
- Implement conflict management techniques for dealing with the entire range of difficult personalities
- Get greater results from hard-to-handle staff
- How to lead from your strengths and maximize your impact
- Improve difficult interviews with the nine-step coaching model
- Deal with interpersonal problems that threaten team cohesiveness
- Develop a leadership style that adapts to the person and situation
- Recognize your preferred leadership style and appreciate how to adapt and modify your behavior in order to lead effectively
- Achieve greater team synergy and effectiveness
- Cope with different and sometimes difficult team members
- Implement strategies for effectively responding to conflict
- Identify the key factors contributing to employee engagement and their importance
- Avoid the greatest mistakes many managers make during disciplinary interviews
- Manage effectively in an environment of change
- Execute strategic priorities more effectively and with accelerated results.
- Lead from your strengths and maximize your impact
- Improve esprit de corps



ENROLMENT IS LIMITED- REGISTER EARLY- WWW.PADOUGLAS.COM

MANAGING SELF

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.

- Understand what strategic thinking is and understand the five key elements of a good decision
- Learn to handle the three types of events that erode your effectiveness – the unimportant task, the unanticipated task and other people's priorities
- Identify your "Primary Time Style" and how to make it work for you
- Learn how to deliver speeches and presentations without the need for notes
- Remarkably improve your ability to remember names and faces
- Learn new strategies and frameworks to get the results you desire
- Why improving your critical thinking skills is so vitally important
- Successfully avoid the manipulative time tactics of others
- Build your emotional intelligence to communicate more effectively
- Learn the communication traits employees look for and admire in a leader
- Develop strategies for preventing, reducing, and managing stress
- Conduct better interviews: Mnemonic techniques enabling you to look at the interviewee and not your notes
- Enhance behaviors to expand presence as an impactful leader
- Become a more strategic leader and decision-maker by understanding the long-term impact your decisions can have on your organization
- Learn the communication traits employees look for and admire in a leader

One Inclusive Fee

No other program or event provides the high quality, all-inclusive package, as does the 2023 Effective Office Managers Course.

The Course Fee of \$2,795* US\$ includes:

- Your registration fee and tuition
- A \$200.00 Early-Bird discount
- Three nights deluxe hotel accommodation (room & taxes)
- Four meals including breakfast each day, luncheon on day two and refreshment throughout
- Hosted cocktail reception on welcome evening
- A comprehensive courseware package, including manual, personal *iMind² Assessment* and two books

Pricing



**Program & Hotel
Package \$2,795**

* Please note: Hotel incidentals such as parking, resort fees, room service etc are the participant's personal responsibility.

COURSE FRAMEWORK

Maximizing Leadership Impact with Emotional Intelligence

The core competencies of emotional intelligence (EQ) are at the heart of successful leadership. Emotions impact your team's decisions, behavior and performance. An effective leader must have strong interpersonal skills and impactful relationships if their organizations are to also be highly effective. A strong foundation of emotional intelligence helps leaders assess their own behavior and their workplace culture through an emotional intelligence lens and provides strategies to ensure that the emotional intelligence and well-being of employees and team members are suitably protected.

- Build your capacity for self-reflection
- Examine your leadership habits and disciplines
- The critical new roles of a leader in the 21st century: visionary, architect, coach and catalyst
- The five critical traits of a good leader
- Effective team motivation: how to prompt others who have different strengths and behavioral styles.
- Recognize your preferred leadership style and appreciate how to adapt and modify your behavior in order to lead effectively
- Demonstrate a heightened awareness of the needs, capabilities and expectations of followers
- Acquire insights into your personal behavioral style; by coming face to face with your strengths and weaknesses
- Understand the four basic types - Commander, Dreamer, Thinker and Supporter - and how to deal successfully with each
- Behavioral-based peer conflicts: How to defuse them before they affect the entire team
- Recognize the major behavioral patterns that exist in your organizations
- Strategic Diplomacy: What it is and how it can help you to handle office politics, difficult people and interpersonal conflict
- Use the behavioral styles model to strengthen and enrich your relationships
- Reduce unproductive work by matching assignments to team members
- Maximize a team's diversity to reach more useful and insightful results

Leading And Influencing Others

Whether you're interacting with colleagues, subordinates or senior management; gaining respect and cultivating influence are absolutely essential to your success. You need communicate your ideas persuasively to senior management, influence your colleagues to support your proposals and convince your team to, "buy in."

- Understand the difference between management and leadership and develop the five essential leadership skills
- Leadership today - the effective use of influence rather than reliance on authority
- Neutralize inappropriate influence attempts.
- Influence strategies: knowing the three Rs
- Practice your skills at getting commitment from your staff in performance management situations
- Identify the levers that you can pull to influence others and enlist their support
- Cope with different and sometimes difficult team members by adapting your behavioral style to the person you are dealing with
- Cope successfully with complainers and those who will not communicate
- Identify the key factors contributing to employee engagement and their importance
- Conduct crisp, successful interviews by applying the nine-step coaching model

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! You must know how to engage, collaborate with, and lead others. In this important module you will learn how to resolve team conflicts and motivate others. You will discover how to conduct effective interviews to turn problem employees around. Specifically, you will:

- Build your repertoire of management skills and core competencies
- Prepare more efficiently for conducting crucial influencing conversations to expect the unexpected with confidence
- Create win/win outcomes with others
- Identify appropriate intrinsic and extrinsic motivators and select approaches based on individual needs
- Acquire the 9 step coaching model for conducting more successful disciplinary interviews
- Identify the key motivational needs that drive behaviour and influence performance
- Identify ways to determine the motivational profiles of others
- Deal with peer conflicts and interpersonal problems that can threaten team cohesiveness
- What to do when employees bring their personal problems to the office
- Conflict management techniques for dealing with the entire range of difficult personalities

Managing Time, Stress And Negative Emotions In The Workplace

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. Without a doubt, the stress of doing more with fewer resources and tighter time-lines will only intensify over the next decade. It is important to recognize the sources, symptoms and effects of stress and develop strategies for effectively preventing, reducing, and managing it. This important module is about control - learning how to control your time, your projects and your reactions to events beyond your control. You will acquire the ability to adjust to shifting demands in a more professional and self-confident, stress-free manner. Specifically you will:

- Handle the 3 types of events that constantly erode your effectiveness - the unimportant task, the unanticipated task and other people's priorities
- Learn the best practices for effectively prioritizing your time and activities
- Develop personal planning techniques that minimize "fire-fighting"
- Recognize and manage your tendency toward perfectionism
- Identify five new ways to handle interruptions effectively, preserving your "Prime Time" and reverse the Manana Mentality
- TIMESTYLE: The key to better juggling people, paper, and priorities thereby increasing personal effectiveness
- Avoid the manipulative time-tactics of others - Nixon vs. Kennedy
- Recognize your stress symptoms and create strategies to reduce them
- Role-Stress: Understanding your personal/professional dichotomy
- Three life enriching ways to reduce stress and its effects

Acquiring Powerful New Skills Of Memory And Concentration

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. At this remarkable session, you will:

- Acquire laser-like focus and concentration
- Learn and apply the proven 7 step system for remembering names and faces
- Become a more confident, masterful public speaker by learning to speak without written notes
- Develop memory techniques that minimize "stage fright"
- Conduct better interviews by looking at the interviewee and not your notes
- Make a more powerful impression at meetings and presentations
- appointments and other numerical data with ease and without time-consuming repetition
- Use your newly developed memory skills to make a more powerful impression at meetings and presentations
- Utilize the "Memory Matrix" for spatial association
- Enhance your image as a professional and cure absentmindedness forever!

Critical Thinking and Decision-Making

By taking responsibility for your own critical thinking processes, you are taking action to analyze and improve your approach to decision-making and problem-solving, and by so doing, you put yourself - and your organization in a much stronger position to lead and succeed. There is an increased recognition that the old ways of doing business are not coming back. While some traditional leadership strategies and skills will continue to be effective, leaders in this brave new world will need to lead differently - and they will have to think differently. This means that the skills that made leaders successful in the past will not necessarily ensure success in the future. In fact, a number of recent studies have identified critical thinking and decision-making as two of the top three essential requirements for successful leadership in the 21st century.

- Develop critical thinking skills, sharpening your intuition in the face of risk and uncertainty
- Why improving your critical thinking skills is so vitally important
- Developing intellectual self-defence
- Solve problems based on credible evidence
- Become a more strategic leader and decision-maker by understanding the long-term impact your decisions can have on your organization
- Defining critical thinking, reasoning, and logic
- Distinguish between automatic thinking and manual thinking
- Evaluate ideas and adjust assumptions
- Explore key concepts in logical and critical thinking
- 'Thought' and identifying how these parts work together in reasoning
- How to think clearly, identify fallacies and construct effective arguments
- Develop best practices for presenting your arguments to others to secure buy-in
- Learning how to recognize and defeat a host of logical fallacies
- Skills for becoming a more penetrating thinker - so as to rationally persuade others
- Recognize the five key elements of a good decision
- Identify the four steps for solving any problem - big or small
- Identify your current decision-making styles - how do you decide?
- Apply inductive & deductive thinking
- Avoid the pitfalls of traditional problem solving and