



P.A.  
DOUGLAS


**P.A. Douglas**

**The Influential Assistant:**  
*The 49th Annual  
Administrative  
Professionals Course*

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*A message for management*



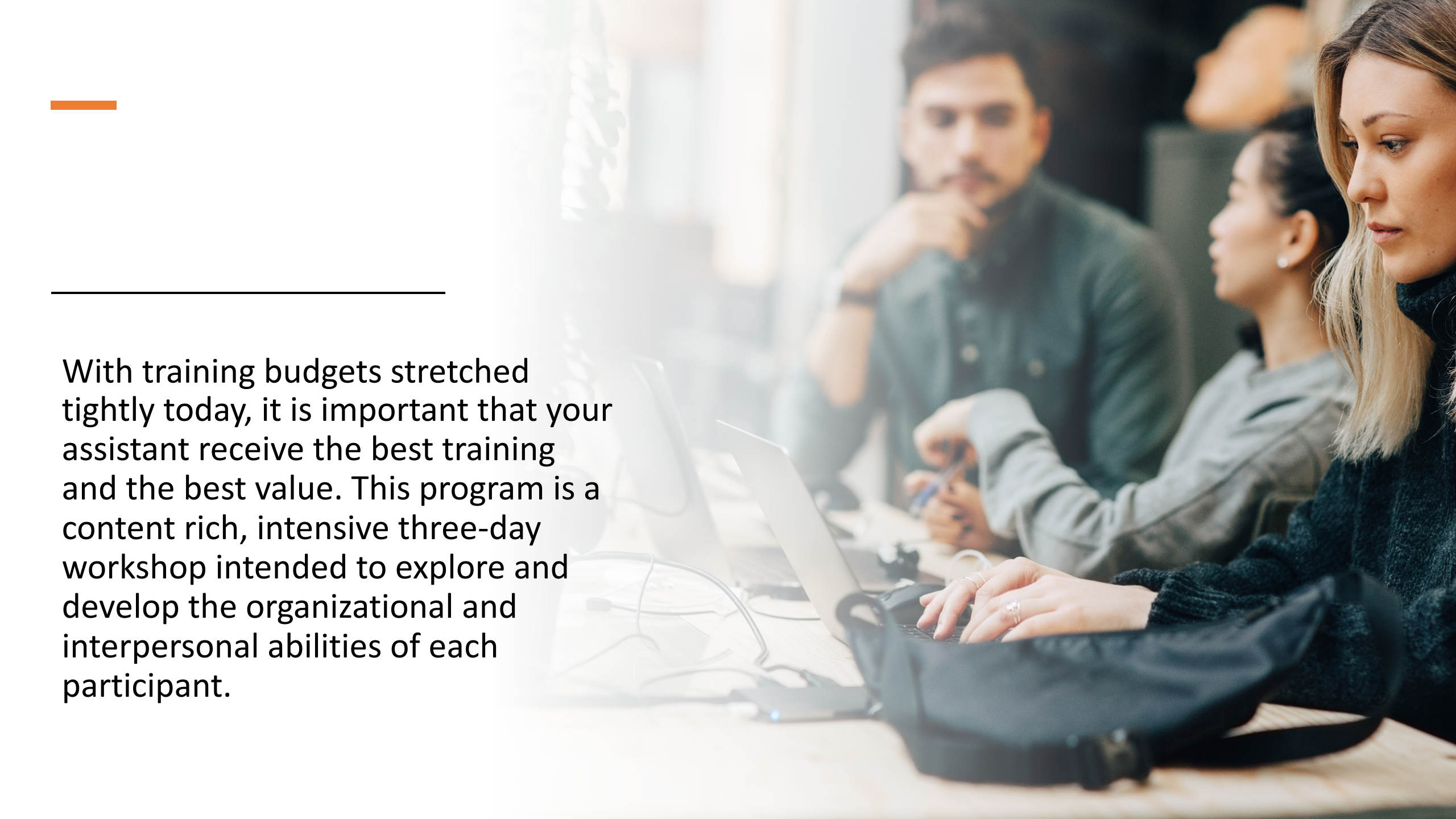


Much is expected of your assistant today. Good organization, management and people skills are no longer an option -- they are an imperative. At this comprehensive program, your assistant will participate in a significant learning experience with others who share the same responsibilities and face the same challenges.

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With training budgets stretched tightly today, it is important that your assistant receive the best training and the best value. This program is a content rich, intensive three-day workshop intended to explore and develop the organizational and interpersonal abilities of each participant.





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The Annual Administrative Professionals Course by P.A. Douglas and Associates is North America's highest rated, longest running and most comprehensive annual training event for Administrative Assistants and Executive Assistants.





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To assist you in evaluating the alternatives, please consider the following key advantages that the 49<sup>th</sup> Annual Administrative Professionals Course offers:



A woman with curly hair is sitting at a desk, working on a laptop. She is wearing a blue patterned shirt. The background is a bright, modern office with large windows and a potted plant. The text is overlaid on the right side of the image.

## North America's Original Event for Administrative Professionals

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The Annual Administrative Professionals Course by P.A. Douglas and Associates has run continuously since the 1970's. More than 100,000 administrative professionals from virtually every major public and private organization in North America have attended in that time. The praise this course has received over the past forty-eight years reflects the persistent research and subsequent revision which ensures that the program is at the cutting edge.



The background image shows a group of people in a professional setting, likely an office or classroom. They are gathered around a large table, looking at and pointing to architectural blueprints. One person is holding a tablet, and another is pointing at a specific area on the plans. The scene is brightly lit, with a warm, orange-toned light source visible in the upper right, creating a focused and collaborative atmosphere.

# A Certified Course

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We use the university standard, our courses are taught by qualified faculty, not scripted presenters. All of our faculty members hold, at a minimum, a Masters Degree from a fully accredited university and one or more professional qualifications, (Ph.D., CMC, JD, PMP, etc). Our faculty also have at least 12 years experience in their field of expertise. Being certified, your assistant will receive 2.2 continuing educational units (CEU's).





# A Truly Limited Enrollment, Content Rich Course

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This is **NOT** a conference in which your assistant will be crammed into a ballroom with hundreds of others, to listen to a keynote speaker and be lectured to, nor will they be forced to engage in skits, line-dancing or other nonsense.

**The Influential Assistant** is a content rich, educational workshop in which real and meaningful skills are taught.





# Highest Training Return- On-Investment

- Enhancing productivity
- Providing your assistant with new organizational skills
- Increasing overall performance and effectiveness

We know your assistant's time is valuable, therefore rather than endless group discussions and navel-gazing, your assistant will leave this carefully tailored, content rich program with NEW practical skills that will immediately enhance her or his management, organizational, decision-making and interpersonal skills. The focus is on increasing your assistant's value to you and your organization.





## This course will benefit your assistant and your organization by:

- Enhancing productivity
- Providing your assistant with new organizational skills
- Enhancing **productivity**
- Providing your assistant with new **skills**
- Increasing overall **performance and effectiveness**
- Anticipating your needs thereby **developing a greater partnership**
- Promoting greater teamwork by handling interpersonal conflicts with agility and diplomacy
- Motivating others to set goals that **achieve greater results**
- Protecting your – the manager's time
- Increasing job satisfaction and thereby **employee retention**





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Specifically at **The Influential Assistant: Administrative Professionals Course** your assistant will develop two essential sets of skills: People Skills and Self Management Skills



# People Skills



The most frustrating limitations placed upon your administrative professional have little to do with their technical abilities; rather the most trying aspects of work involve dealing with people. To be really effective in dealing with others, your assistant must develop the ability to:

- *Establish greater trust and rapport with others*
- *Achieve greater team synergy and effectiveness*
- *Inspire juniors to take initiative*
- *Cope with different and sometimes difficult people*
- *Deal effectively with negativity in the workplace*
- *Become a more effective team leader*
- *Learn to proactively deal with conflict*
- *Deal with interpersonal problems that threaten team cohesiveness*



# Self Management



By improving your assistant's skills at managing projects, priorities and deadlines, while deflecting job-related stress, and developing your memory and concentration; they will gain a deeper sense of satisfaction and accomplishment. Specifically, your assistant will learn how to:

- *Apply best practices for effectively prioritizing time*
- *Better juggle people, paper, projects and priorities*
- *Protect your – the boss's time*
- *Develop strategies for preventing, reducing, and managing stress*
- *Anticipate and deal proactively with the boss's needs*
- *Enhanced ability to act more proactively*
- *Recognize and eliminate boss/assistant problems*





# APC Certification

Graduates of this program satisfy the course requirements for the Administrative Professional Certification (APC) offered by the College of Administrative Professionals. Earning your APC designation reflects your educational achievement, and it demonstrates to employers, co-workers and clients the investment made in professional development as well as commitment to your organization.





Some of the organizations we  
have worked with



Government of Canada	Johns Hopkins University	Saskatchewan Mutual
City of Edmonton	UC Berkeley	Insurance
ATB Financial	Princeton University	McGill University
FBI	Smithsonian Institution	City of Calgary
US Army	University of Illinois	Navajo Nation
US Navy	University of Maine	Region of Waterloo
USAF	New York City University	University of Regina
US Congress	Texas A&M University	Edmonton Public Schools
NASA	Los Angeles County	Esso
State of California	City of Las Vegas	Health Canada
State of Michigan	City of Seattle	Chevron
State of Alabama	City of San Diego	Strathcona County
State of Nevada	Transport Canada	RCMP



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For nearly fifty years, we have worked closely with HR departments, executives, managers and administrative professionals themselves to ensure that our training programs 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 which ensures that our courses is at the cutting edge. Your assistant's time is too valuable to waste. I guarantee you the very best training available today.







Train with us today, for success tomorrow