

# The 2026 Office Leadership and Workplace Management Course

P.A.  
DOUGLAS

TRAINING  
FOR TODAY  
SUCCESS  
FOR TOMORROW

NASHVILLE  
March 23rd - 26th  
The Drury Plaza Hotel  
Downtown Nashville



Skillfully  
**INFLUENCING**  
**OTHERS**  
Effectively  
**MANAGING**  
**SELF**

This Comprehensive  
Three-Day Program Will  
Prepare You For  
Real-World Challenges

# OBJECTIVES

Building on your experience and the analysis of your personal management style, this program will help you confidently make the shift from managing to leading. You will foster the skills needed to drive performance, orchestrate change and develop your team. You will learn how to manage conflict more effectively and greatly improve your ability to influence others. You will also acquire executive memory techniques for speaking without written notes as well as remembering names and faces. In short, you will learn to manage people, resources, and self!



## WHERE & WHEN

March 23rd - 26th, 2026  
The Drury Plaza Hotel  
NASHVILLE, TENNESSEE

### Who Should Attend?

*The Office Leadership and Workplace Management Course* ideally suited to the development needs of managers, supervisors, team leaders, operations administrators as well as other members of the organization who want to expand their skills to better support their staff and enhance their careers. All participants will also receive 2.2 CEU's from this course.



REGISTER NOW:  
[WWW.PADOUGLAS.COM](http://WWW.PADOUGLAS.COM)



# 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

Breakfast will be served between 8:00 a.m. and 9:00 a.m. On the second day of the program, the morning session will run from 9:00 a.m. until 12:00 p.m. A refreshment break will take place at approximately 10:30 a.m. The afternoon session will begin at 1:30 p.m. and conclude at 4:30 p.m. with a mid-afternoon refreshment break.

## Day Three

Breakfast will be served between 8:00 a.m. and 9:00 a.m. On day three the morning session will run from 9:00 a.m. until noon with a refreshment break to take place at approximately 10:30 a.m. In the afternoon participants will enjoy a recess. This free time will afford participants an opportunity to enjoy the many area attractions as well as the first class recreational facilities at the host properties during daylight hours. An evening session will take place between 6:00 p.m. and 8:45 p.m. Refreshments will be served at 7:00 p.m.

## Day Four

Breakfast will be served between 8:00 a.m. and 9:00 a.m. On the fourth and final day of the program, the seminar will begin at 9:00 a.m. and conclude at 11:45 a.m. with a refreshment break at 10:15 a.m.



**Nashville is Music City. Take in a show at the Grand Ole Opry or attend a performance by Tim McGraw & Faith Hill or the scores of other big-name entertainers. Visit the Country Music Hall of Fame or the studio where Elvis recorded. But Nashville is also about history. Tour a Southern plantation or the estate of President Andrew Jackson. Nashville has it all**



**FIRST-CLASS ACCOMMODATION INCLUDE**  
**Located moments from all the excitement of Broadway The Drury Plaza Nashville sits in the heart of Midtown, steps from the city's best entertainment and eats. The luxury guest rooms channel Nashville's innate charm. The Drury Plaza will make your stay memorable.**



“

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

*- David Iwaskow, IGL*

# COURSE FRAMEWORK

## INFLUENCING OTHERS

*The most frustrating limitations placed upon you as a manager or supervisor have little to do with your technical abilities; rather the most trying aspects of your work often involves dealing with other people. To be truly effective today you must be skilled in conflict management and have superior emotional intelligence.*

## 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.*

### One Inclusive Fee

No other program or event provides the high quality, all-inclusive package, as does *The Office Leadership and Workplace Management Course*

#### The Course Fee includes:

- Your registration fee and tuition
- Three nights accommodation at the Drury Plaza (room & taxes)
- Three meals including breakfast each day, and refreshments throughout
- A comprehensive courseware package



Program & Hotel  
Package \$2,995\*

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

**SPOTS ARE LIMITED- REGISTER NOW**

**WWW.PADOUGLAS.COM**

“

*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.**

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# COURSE FRAMEWORK

## 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
- Develop tactics and apply executive approaches for improving team performance
- 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
- Learn how to interview when the goal is information
- Deal with peer conflicts and interpersonal problems that can threaten team cohesiveness
- What to do when employees bring their personal problems to the office
- Establish communication channels that build trust and gain greater commitment from your staff
- Conflict management techniques for dealing with the entire range of difficult personalities
- Going ballistic -- dealing with volatile people and coping successfully with hostile and aggressive behaviours
- Acquire your 'radar' for instantly detecting when people misunderstand you

## POSITIVELY 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." You must know how to analyze your audience and frame your messages in ways that make others feel connected to you. At this important leadership session you will discover the seven essential influence strategies that successful leaders understand and apply. You will:

- Leadership today - the effective use of influence rather than reliance on authority
- Achieve greater team synergy through the strategic use of your new understanding of the Commander, Dreamer, Thinker and Supporter roles
- Develop best practices for presenting your arguments to others so as to secure buy-in
- 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 behavioural 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

## MAXIMIZING IMPACT WITH EMOTIONAL INTELLIGENCE

Emotional intelligence is the ability to be aware of and effectively manage emotions and relationships, both in the workplace and in your personal life. To be an effective office manager, team leader or supervisor you must acquire and maintain a solid understanding of your emotional state and how it influences your reactions to conflict. As well you need to learn how to interact, communicate and collaborate successfully with all types of people. At this important session you will gain an honest awareness of yourself and how your behavior impacts others.

- Pinpoint where you need to take action
- Develop personal planning techniques that minimize "fire-fighting"
- Recognize and manage your tendency toward perfectionism
- Gain new self-awareness and essential insights into your leadership and behavioral style
- Learn to better 'read' other people's behaviors and display greater cognitive and behavioral flexibility in creating a more highly motivational environment
- Understand your own and others' preferred team roles and apply this new understanding to motivate your staff
- Build greater emotional intelligence so as to communicate more effectively at every level - professionally and personally!
- BEHAVIORAL FLUENCY: Discover how this new breakthrough can vastly improve the quality of your communications in both your professional and personal life

## 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. It is important to recognize the sources, symptoms and effects of stress and develop strategies for effectively preventing, reducing, and managing it. This essential 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:

- Learn how to handle the 3 types of events that constantly erode your effectiveness - the unimportant task, the unanticipated task and other people's priorities
- Develop the best practices for effectively prioritizing your time and activities
- Adopt personal planning techniques that minimize "fire-fighting"
- Understand the role and responsibility of the project manager and plan, organize and control projects of any size
- Identify five new life-enriching ways to handle interruptions effectively, preserving your "Prime Time" and reverse the *Manana Mentality*
- Analyze the sources and impact of workplace chaos and stress
- Role-Stress: Understanding your personal/professional dichotomy
- Develop new strategies for preventing and managing stress
- Three ways to reduce stress and its effects

## 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. At this remarkable session, you will:

- 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
- Remember anniversaries, telephone numbers, 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
- Enhance your image as a professional and cure absentmindedness forever!

## CRITICAL THINKING AND DECISION-MAKING

At this remarkable session, piloted by Paul A. Douglas, author of *Critical Thinking and Influential Leadership*, you will learn to think more rationally while refuting logical fallacies, biases and bullshit!

Critical thinking has always been a prized attribute of leadership, but to truly excel as a leader in the 21st Century, it is essential that you become a critical thinker, a leader who tests assumptions, challenges accepted beliefs and critically evaluates the constant sea of faulty arguments being propelled at you.

- Understand the difference between Why critical thinking is THE essential leadership skill
- Recognize the vital role of formal logic in rational thinking
- Learn to evaluate and appraise arguments much more effectively
- Understanding the importance of skepticism in a data-driven world
- Detect inconsistencies, faulty reasoning and logical fallacies
- How cognitive biases make us prone to errors in judgment
- Acquire the tools and skills for making better and smarter decisions
- Learn to identify quickly and frame the problem
- How our tribal physiology affects our ability to think
- Discover the 10 ways to spot a weak argument
- Understanding the neurological basis of automatic thinking
- management and leadership and develop the five critical leadership skills
- How to identify "bullshit" addresses, fake news, clickbaiting and misleading advertising
- Understanding the will rogers phenomenon'
- Lies, damn lies and bullshit statistics
- Denying occam's razor'
- Identify the 7 barriers to effective critical thinking

# The Douglas Difference



With professional development budgets stretched tightly today, it is important that you obtain the best training available. For more than thirty years, ***The Office Leadership and Workplace Management Course*** has been recognized as America's gold standard in leadership and management development.

## 1. P.A. Douglas has over Fifty Years Experience Providing High-Quality Leadership and Management Development Programs

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 the ***The Office Leadership and Workplace Management Course*** has received reflects the persistent research and subsequent revision which ensures that the program is at the cutting edge.

## 2. 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 15 years' experience providing professional management training.

## 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:



## Paul A. Douglas, B.Com., MBA, CMC, Ph.D.

The course will be personally led by Paul Douglas, our senior faculty member and the author of this course, Paul has dedicated his life and career to the educational and developmental needs of managers and executives. He has a Bachelor of Commerce and MBA from the University of Alberta where he taught as a member of the Faculty of Business. Paul also has a Ph.D. in business administration and is a Certified Management Consultant (CMC). He has written seven books on management and leadership. You will immediately feel at ease with Paul, he communicates with wit, warmth and enthusiasm.

**To view our entire faculty, please visit our website.**