

The Douglas Difference



With professional development budgets stretched tightly today, it is important that you obtain the best training available. For four decades, *The Essential Skills Course* has been recognized as Canada's gold standard in leadership and management development for or Newly Appointed Managers and Supervisors.

- 1. Canada's Most Comprehensive and Longest Running Leadership and Management Development Programs**
For more than four 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 this 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 Canadian 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.
- 3. Uniquely Canadian Content**
This course recognizes the real differences that exist in our Canadian corporate culture, our public sector and our unique organizations and the roles we play within them. This course is diverse and inclusive. Our courseware, cases and faculty are proudly Canadian.

- 4. A Truly Limited Enrollment Seminar**
We know your time is valuable, that is why this is not a conference in which you will be crammed into a ballroom with hundreds of others to listen to a bevy of motivational speakers. The *Essential Skills Course* is a content-rich, practical educational experience in which the communication is "two-way" and 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 that will immediately enhance your management, organizational 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:



Personally Conducted by Dr. Paul A. Douglas
Leader of our faculty and 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 www.padouglas.ca

FIRST-CLASS TRAINING FOR EMERGING LEADERS

ESSENTIAL SKILLS FOR NEW MANAGERS & SUPERVISORS

EDMONTON
May 12th - 13th, 2020
VANCOUVER
May 18th - 19th, 2020
TORONTO
June 10th - 11th, 2020

QUALITY EDUCATION TO MAXIMIZE YOUR POTENTIAL

ESSENTIAL SKILLS TRAINING FOR NEW MANAGERS & SUPERVISORS

P.A. Douglas & Associates Inc.
First Class: A Philosophy and a commitment

QUALITY EDUCATION TO MAXIMIZE YOUR POTENTIAL

ESSENTIAL SKILLS TRAINING FOR NEW MANAGERS & SUPERVISORS

ESSENTIAL SKILLS FOR NEWLY APPOINTED MANAGERS AND SUPERVISORS

OVERVIEW

Effective Skills for New Managers and Supervisors covers proven management techniques and powerful strategies needed to become a stronger, more confident and more respected leader.

This course is organized around three core set of skills: First, managing, engaging and motivating individuals; second, leading high performance teams; and third, enhancing the participant's self-management skills.

Becoming a manager or supervisor is an exciting yet challenging transition. For over 47 years, we've been training the best managers in the world. *Essential Skills for New Managers & Supervisors* is your guide to making this shift smoothly and successfully. with the focus on those skills that matter most.

This high quality course is taught by highly qualified faculty with years of real experience. The extensive courseware package reflects the value of this comprehensive two-day program as does our policy of STRICTLY LIMITING ENROLLMENT.



VENUES IN 2020

EDMONTON
May 12th - 13th, 2020
The Fantasyland Hotel
The internationally acclaimed Fantasyland Hotel, located in West Edmonton Mall, is a one-stop destination where imaginative decor, culinary expertise and one-of-a-kind theme rooms join together to create a vividly unique guest experience. It has been listed as one of the top 10 most unique hotels



VANCOUVER
May 18th - 19th, 2020
The Bayshore Westin
With lush and serene Stanley Park at its doorstep, water lapping the Coal Harbour Shores, snow-capped North Shore mountains in sight, and the vibrant city centre just around the corner, The Westin Bayshore, Vancouver is in perfect balance with its breathtaking surroundings. An elegant base from which to explore Vancouver,



TORONTO
June 10th - 11th, 2020
The Westin Harbour Castle
The Westin Harbour Castle, Toronto, a harbour front hotel brimming with sophisticated style, the hotel offers direct access to some of Toronto's most noteworthy points of interest, including the CN Tower, high end shopping and delicious restaurants.



PLEASE NOTE: Hotel Accommodation is not included in the course fee however we have reserved a number of rooms at each property.

Bonus Content

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 for an accomplished manager or supervisor. At this remarkable session, you will:

- Acquire laser-like focus and concentration
- Conduct better interviews by looking at the interviewee and not your notes
- Learn and apply the proven 7-step system for remembering names and faces
- Memory techniques that minimize "stage fright"
- Become a more confident, masterful public speaker by learning to speak without written notes
- 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!

OBJECTIVES

This intensive two-day event is an interactive workshop designed for new managers and supervisors who want to grow their management skills fast—and get on the fast track to achieving greater leadership success. Most new managers have the technical skills to succeed, however they often lack the skills of managing, motivating and leading their staff, particularly those that are difficult. At this powerful course, you will foster the skills needed to drive performance, orchestrate change and develop your team. You will learn how to motivate, manage conflict, delegate and greatly improve your ability to influence others. You will also learn to better manage yourself by adopting new critical thinking and strategic organizational skills as well as acquire those executive memory techniques that every accomplished manager should possess for speaking at meetings or conducting interviews without written notes. In short, at this course, you will learn to manage people, resources, and self!

Who Should Enroll?

- This program is ideal for new and aspiring managers who are looking to rapidly increase their management skills and strategic perspective, taking on additional responsibility, and increasing their value to the organization.
- The course also will benefit incumbent managers or supervisors who have not been the recipient of critical management training.
- Managers who currently hold more senior positions may be better served by attending the Banff Management Course (www.banffcourse.com).



COMPREHENSIVE MATERIALS



REGISTER NOW:
WWW.NewlyAM.COM



COURSE FRAMEWORK

DEVELOPING YOUR ROLE AS MANAGER

To be a highly effective manager or supervisor today, you must continuously improve and renew your capabilities. Your former co-workers and peers are now your subordinates. To succeed in this new role you must let go of your previous role and now get work done through others. You must adopt the mindset of a manager. At this important session, you will learn how to communicate your priorities to your team and set mutual goals thereby increasing productivity? You will:

- Build your repertoire of management skills and core competencies
- Recognize the Challenges That New Managers/ Supervisors Face
- Identify the Expectations of Others - Bosses, Subordinates, and Peers
- 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
- Making the successful transition from individual contributor to manager
- Boosting your confidence as a new manager/ supervisor
- Discovering the qualities and abilities required for effective management
- Adopt conflict management techniques for dealing with the entire range of difficult personalities
- Managing Up: Developing the best possible relationship with your manager

CRITICAL THINKING AND DECISION-MAKING

In today's lean, flat organizations, it is everyone's job to effectively solve problems. But as a manager and leader you face even more situations that require extraordinary problem solving and decision-making skills. And while analytical thinking skills may seem natural, they're not necessarily intuitive, and they don't come easily to many people. While every problem is unique, there are proven formulaic techniques that can enable you to tackle issues and obstacles in a more organized and decisive way even when you're under pressure.

- Recognize the five key elements of a good decision
- Clarify your thinking - understanding how a problem differs from a situation
- Identify the four steps for solving any problem - big or small
- Evaluate criteria for balancing perfect and workable solutions
- Distinguish between "Automatic" thinking and "Manual" thinking
- Identify your current decision-making styles - how do you decide?
- Apply inductive & deductive thinking
- Avoid the pitfalls of traditional problem-solving and decision-making approaches
- Understand how (and when) to use emotions in the decision-making process and when not to
- Separate the evaluation of options from the selection of options
- Win support for your solutions by overcoming objectives

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 staff 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:

- Understand the difference between management and leadership and develop the five critical leadership skills
- Recognize that leadership today is all about 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
- Identify the levers that you can pull to influence others and enlist their support
- Understand the basic things that motivate today's workers: You may be surprised
- 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

EMOTIONAL INTELLIGENCE AND COMMUNICATION

To be a highly effective manager or supervisor today, you must be a communicator, a coach, a mediator, a diplomat and a politician! To experience sustained and enduring success you must continuously improve your emotional intelligence. In this important module you will learn how to resolve team conflicts using emotionally intelligent approaches to get more from your team. 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 feedback to turn problem employees around.

- Build greater emotional intelligence so as to communicate more effectively at every level
- Learn to better "read" other people's behaviors and display greater cognitive and behavioral flexibility in creating a more highly motivational environment
- Identify your workplace's emotional culture
- Analyze your emotional intelligence strengths and weaknesses and develop specific strategies for enhancing your emotional intelligence
- Discover and capitalize on your unique behavioral style
- Cope with different and sometimes difficult people
- Achieve greater team synergy and effectiveness
- Acquire your "radar" for instantly detecting when people misunderstand you

MANAGING SELF

Success and satisfaction in your present and future responsibilities are dependent on a number of self-management skills. By increasing self-awareness - your strengths and weaknesses, better managing your emotions and developing your memory and concentration, you will gain a deeper sense of accomplishment and fulfillment. Specifically at this segment you will learn to:

- Gain new self-awareness and essential insights into your leadership and behavioral style
- Pinpoint where you need to take action
- Learn to maintain control of your emotions no matter how tense the situation
- Build greater emotional intelligence so as to communicate more effectively at every level - professionally and personally!
- Learning how to control yourself, your time and your reactions to events outside of your control
- Acquire laser-like focus and concentration
- Become a more confident, masterful public speaker by learning to speak without written notes
- Conduct better interviews by looking at the interviewee and not your notes
- Learn and apply the proven 7 step system for remembering names and faces
- Enhance your image as a professional and cure absentmindedness forever!

MANAGING TIME, ENERGY 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 timelines will only intensify over the 20s decade. This essential module is about control - learning how to control your time, your energy 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:

- Learning how to handle the 3 types of events that constantly erode your effectiveness - the unimportant task, the unanticipated task and other people's priorities
- Developing the best practices for effectively prioritizing your time and activities
- Adopting personal planning techniques that minimize "fire-fighting"
- Recognizing and manage your tendency toward perfectionism
- TIMESTYLE: The key to better juggling people, paper, and priorities thereby increasing personal effectiveness
- Avoid the manipulative time-tactics of others - Nixon vs. Kennedy
- Identify five new life-enriching ways to handle interruptions effectively, preserving your "Prime Time" and reverse the Manana Mentality
- How to delegate effectively to get more done
- Recognizing what can and can't be delegated
- Describing the phases of effective delegation
- Mindful acceptance: Letting be the things you cannot change
- Recognizing that negative emotions, not only punctuate obstacles but also unleash opportunities
- Realizing that one of the benchmarks of a strong leader is the ability to both manage the emotional states of those they work with

INFLUENCING OTHERS

The most frustrating limitations placed upon you as a manager or supervisor has 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. This cutting-edge program is specially designed to assist you in understanding and practicing the powerful tools of communication and interactive leadership skills. This course will also show you how to motivate others, to a markedly higher level of performance and excellence!

MANAGING SELF

Your success and satisfaction in your present and future responsibilities is dependent on a number of self-management skills. At this life-changing course, you will improve your skills at strategic execution, thereby managing projects, priorities and deadlines more effectively; you will also improve your critical thinking skills and develop your memory and concentration, increasing your professionalism by developing your ability to speak publicly without written notes. This seminar will equip you with proven supervisory techniques that you can put into action immediately. The skills experienced managers use to plan, organize and communicate will become part of your toolkit to effectively manage everyday interactions with greater ease. and as a result you will gain a deeper sense of accomplishment and fulfillment. You will learn to leverage both your people and self-management skills to meet your new challenges with increased confidence, respect and power.

As the official airline of the Effective New **WESTJET** Managers and Supervisors Course, Westjet Airlines offers you a discount of up to 10% over published fares. Please use discount code: **Q79TQ71** when booking.

“*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.

REGISTER NOW: WWW.NEWLYAM.COM

One Inclusive Fee

No other program or event provides the high quality, all-inclusive package, as does *The Essential Skills for NEW Managers and Supervisors* seminar.

The Course Fee includes:

- Your registration fee and tuition
- Luncheon on both days and refreshments throughout
- A comprehensive courseware package including two books by the founder of the program



Course Fee Package **\$1,295.00**

*Please note: Hotel accommodation is not included in the course fee, however we have reserved a number of rooms at a discounted rate for out of town attendees.

