

A ONE-DAY SEMINAR

Management Skills for Secretaries, Administrative Assistants, and Support Staff

AN ADVANCED SEMINAR

Even if your title doesn't say "manager," you can still harness the power of management skills!

In Just One Day ...

- Manage projects like the pros! Utilize 2 charting techniques that give you "at a glance" control over even the most complex projects.
- Win praise for the deals you make — negotiate rewarding agreements with suppliers, coworkers, anyone!
- Write it right the first time, and save time! Our tested tips make business writing easier and faster.
- Bring out the leader in yourself! Find out how to earn the support and respect you need to do an exceptional job.
- Tackle tough personalities and win! Specific guidelines for defeating the difficult people that make your day miserable!
- Make decisions confidently and quickly — discover a tested "decision model" that ends those frustrating "approval bottlenecks" once and for all!
- Plus, learn how to manage change, overcome conflict, persuade and motivate others, and much more. See details inside!

Enroll Today!

www.pryor.com or 1-800-556-2998

 FRED PRYOR SEMINARS



Call toll-free!
1-800-556-2998



Fax your registration!



Online
www.pryor.com



Mail to:
P.O. Box 219468
Kansas City, MO
64121-9468

Do you feel 100% confident managing projects, people, and situations independently?

The next time your boss says, **“Handle it,”** will you be ready?

It's a fact: If you want to be an “exceptional assistant” — a fully contributing member of your team — you need the skills of a manager to survive and thrive. You need skills like project management techniques ... the ability to negotiate well ... decision-making acumen ... and the ability to manage change ... plus many other skills you may think only managers need.

In this exciting one-day seminar, you'll learn the powerful tricks of the management trade — high-impact approaches that will give you the confidence, power, and knowledge to “handle it.”

Fewer surprises! You'll master planning and scheduling solutions that give you more control over your time and energy. Not only will you be able to take on special projects, you'll do it without “missing a beat” in your everyday tasks and daily routine.

Working together! You can't do it alone. In just one day, understand how to motivate the people who can help you succeed! You can manage the work of others, even if you're not in a position of authority (and do it without generating complaints or resentment). Overcome the conflicts that inevitably make it difficult to get things done. Find out how to lead people — and win their ongoing respect and support!

Winning ways! Make decisions, manage change, solve problems, negotiate what you need — and watch problems dissolve and road blocks fall as you use the time-tested management skills you'll acquire at this seminar. You'll take advantage of the same methods used by the most powerful, effective managers.

A professional revival! Wouldn't you benefit from a fresh, new outlook on your job? The very next day, you'll attack the challenges and demands with a vigor and determination that will surprise you. What were seemingly unsolvable problems and obstacles the day before will become situations you can handle — smoothly and professionally!

The first step: Just visit our Web site at www.pryor.com or call toll-free **1-800-556-2998** for immediate enrollment. (Or you can fax or mail the registration form on the back cover.) Although life carries no guarantees, this seminar does. Check out our **100% SATISFACTION GUARANTEE** on page 7. It's simple and totally risk-free. Enroll today!

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or 1-800-556-2998

Management Skills: Cure Chronic Conditions in the Workplace!

Symptom:

Frustrating office politics

Cure: Deciphering the often complex political structure in your office. Then, we'll show you how to work within it — avoiding the traps and pitfalls that are so easy to land in. You'll learn why managers need your opinions and ideas — and how to communicate them within “the system.”

Symptom:

Difficult people

Cure: Tested techniques for the worst kinds of office ogres! You'll put an end to the anger, frustration, and stress you get from these people — the sneaks, the goof-offs, the excuse-makers, the manipulators, and many more. You won't have to waste another minute of your energy on these infuriating people!

Symptom:

Unmanageable workload

Cure: Planning and scheduling techniques that reap more productivity from your limited time and energy. These are NOT the same old time management ideas; this is a total system that conserves, consolidates, and multiplies your resources. Get rid of that tired old to-do list — there's a much better way!

Symptom:

Uncooperative coworkers

Cure: Innovative actions to motivate people. Overcome resistance and apathy in others and earn their trust, support,

and confidence. If you sometimes have difficulty getting what you need from others, this seminar has the solution!

Symptom:

A too-busy boss

Cure: A 2-pronged strategy. Take more work off your boss's shoulders and handle more projects on your own, without your manager's assistance. You'll learn how to enhance your work as a team by improving your own management skills!

Symptom:

Fear of decisions

Cure: A proven model for on-the-mark decision-making. If you've ever hesitated about making a decision on your own because you were afraid you'd make the wrong one, wait until you find out how easy it can be. You'll win praise and applause for your ability to “do the right thing.”

Symptom:

Constant change

Cure: Clever techniques that enable you to manage change, instead of letting change manage you. No matter what the situation — a reorganization, a personnel shake-up, changes in policy, or an unsteady market — you'll know how to adapt quickly and prevent the productivity drops and stresses that often accompany change.

For Bosses Only!

A special message
to your manager from
Fred Pryor, Founder

Dear Manager:

As you read this brochure, you're probably thinking about how this seminar might help your assistant with daily job responsibilities.

Don't do that. Instead, think about your job responsibilities and how you'd benefit. Let's face it: The more your assistant can do for you, the more time and energy you'll have for the more demanding aspects of your job. The less time you have to spend supervising and managing others' work, the more you can accomplish in other areas.

There are many “skills for assistants” seminars offered today, but this powerful one-day seminar is not another rehash of the basics. It is a unique course specifically designed to teach management skills to your assistant — project management, negotiating, decision-making, handling change, managing people — the higher-level skills that will bring your work as a team to the super-charged level of effectiveness you never dreamed possible.

Just look at what's on your desk right now. Think about how much your assistant could handle with the techniques we'll be covering in this insightful, innovative course. You owe it to yourself — and your assistant — to take advantage of this powerful, skill-building seminar.

Fred Pryor

What You'll Learn:

One-Day Seminar
9:00 a.m. – 4:00 p.m.

The Assistant as Manager

- Why your role is changing, and why more is expected from you: Learn how to incorporate personal and professional growth into your job.
- Your plan for taking more responsibility: how to devise a short- and long-term strategy with your manager, and how to make this meeting happen!
- Assessing your readiness for added responsibility: You may surprise yourself with our illuminating self-test!

Planning and Scheduling

- How to stay one step ahead — you'll get things done before you're asked and avoid stressful "crisis" situations.
- The "total system" approach: constructing a smooth, well-functioning schedule that works for you. You'll achieve more while reducing the chaos!
- 10 essential items every good plan includes — check out yours!
- Planning particulars: the who, what, when, where, and how of indispensable work plans. Step by easy step, we'll show you how!
- Too busy to prepare plans? Learn how more planning reaps huge time savings!
- Identifying and clarifying your priorities: Know what to do when dozens of people and tasks demand your attention.
- Merging your priorities with your manager's: Travel on the same track, and get more done!
- How to create a truly accurate schedule, including everyday tasks plus 1-shot projects.
- To-do lists — how they can actually hamper you!

Negotiating

- How to identify "negotiating" situations: You face them every day.
- 8 different types of power — you have much more than you may think!
- Working with suppliers and vendors: a 4-step plan that enhances your purchasing effectiveness and improves the customer-supplier relationship!
- How to face off with people who are unwilling to compromise (and still exceed your targets)!
- Win-win negotiating: what it really means, and how to achieve it consistently and easily.

Managing Change

- Flexibility and willingness to change: 3 important reasons why they've become business imperatives in today's world.
- Smart measures that help you get things done in the face of shifting priorities.
- Types of change you may encounter — and how to deal with each.
- Restructuring and organizational change: 6 steps to a smooth transition.
- Your changing role: how to be sure you're moving forward instead of holding yourself back.
- How to deal with "refusal to change" in others — without confrontation or conflict.
- With change comes stress! Make sure you know these 7 lifesaving techniques that relieve pressure and anxiety.

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Managing, Motivating, and Leading People

- Leading when you're not in a position of authority: straightforward approaches that win the support and respect of key people.
- Why people want to work with leaders ... and why they hate being pushed. We'll show you the critical difference!
- What to do when your boss gives you authority but coworkers don't accept it.
- What really motivates people? You'll be surprised at how many innovative ways you can encourage people and generate excitement.
- The secrets of effective leadership: Learn how the most admired and effective leaders do it!
- Fantastic feedback techniques: how to build "feedback loops" with coworkers and managers that keep you well-informed.
- Getting things accomplished through others: how to delegate tasks and ensure they're done right.
- Conflict management — how to defuse tense situations and neutralize strained relationships.

Presentation and Communication Skills: Getting Your Point Across

- "Total communication": how to build an extensive, powerful communication "network" throughout your organization. (You'll always be "in the know"!)
- Double your writing effectiveness in 15 minutes — top tips for accomplished business writers!
- How to write "on the fly" — these writing tips enable the busiest people to write faster (without sacrificing effectiveness)!

- 10 dangerous words you should banish from your professional vocabulary.
- Strategies for power persuasion: how to get your point across, win support, and get people on your "bandwagon."
- Be more than just an observer at meetings! Discover 8 specific actions that help you contribute more in meetings and get more out of them.
- Mastering the art of presentations: time-tested tools to influence and motivate groups, individuals — anyone!

Office Politics and Difficult People

- Top 10 problem-people types — how to deal with sneaks, goof-offs, power monsters, gossips, and more!
- 8 ways to avoid entanglement in the office "grapevine."
- How to handle criticism gracefully (and benefit from it)!
- Assess your office's political structure: Understand where you fit in and how to work within it.
- Deciphering the "power pyramid" at your workplace: You'll find power hidden in the strangest places!

Project Management Basics

- 2 easy-to-use charting techniques that fully illuminate a project, start to finish. (They work for the simplest to the most complex projects.)
- How to juggle multiple projects — and complete them all on target and on time.
- 3 preventive steps that ensure you'll keep on top of your everyday tasks while managing special projects.

- Staying on budget: the ABCs of finance and cost control.
- Doing more with less: up-to-date ideas for better resource management.

Decision-Making and Problem-Solving

- Should you "take the initiative"? When to bring a decision to your boss, and when to handle it yourself.
- An easy-to-use model that ensures you'll make the right decisions — consistently and confidently!
- A good decision now is better than a great decision later! Find out how to attack "decision fear" in yourself and others.
- Get to the bottom of any problem: a step-by-step technique to "decipher" baffling dilemmas (even complicated, long-standing problems)!
- When you can't solve a problem alone: a 6-point procedure for successful group problem-solving.

Your Career and Professional Presentation

- Are you "promotable"? 10 questions that will help you assess your long-term career path.
- How to devise a plan for continuing "self-training" — you'll increase your value and stay on top of your profession.
- Mentors — why you need one, how to get one, and how one can move your career forward.
- Changing perceptions: a high-impact strategy to help you break out of an old image and create a new one.
- Assertive, confident, capable — how to project this image in any situation.

Should you attend this seminar?

Have you ever ...

- Negotiated with suppliers, coworkers, anyone ... and later felt that you could have done better?
- Had your work “held up” as you waited for others to complete their end?
- Encountered big problems with a project — despite your hard work?
- Revised your to-do list so many times that it became useless?
- Sat silent at a meeting although you had a lot to contribute?

Would you and your employer benefit if you could ...

- Handle people and projects independently, with minimal supervision from your boss?
- Manage the smallest to largest projects with the skill of a professional project manager?
- Make decisions confidently and be proud of taking the right course of action?
- Pull together your peers and managers into a super-charged team?
- Neutralize the tough personality types that make your day miserable?
- Negotiate win-win agreements inside and outside your company?
- Formulate a plan for today, this week, even months ahead ... that ensures you won't fall behind on your most important objectives?
- Build an alliance that would make you and your boss the most enviable team in your organization?

If you've answered YES ... this seminar is tailor-made for you!

Seminar Report Card

Why you'll give this course top marks:

A+ Quality and Content

We cover the most essential, job-enhancing information in a fast-paced, one-day format that respects your time. We strive for the essential course balance, giving you key information you can use immediately without complex details that you don't want or need.

A+ Training Value

You'll get substantial returns from a small investment — only \$199 per registrant. Like every Fred Pryor seminar, this program is value-driven and designed with your budget in mind. This is training that will pay, not cost.

A+ Convenience

You can make the most of your time and gain these considerable benefits without the hassle, inconvenience, and expense of travel. Our one-day format and extensive national seminar schedule ensures that professionals everywhere can attend at their convenience.

A+ Course Materials

You'll receive an invaluable workbook that's yours to keep, complete with information covered in the seminar, indispensable supplementary information, and plenty of room for your own notes. Everything you've learned will be right at your fingertips, ready for quick reference long after the seminar ends.

Enroll Today!

www.pryor.com

or 1-800-556-2998

Registration Information

Enroll Today! Hurry, our seats fill *fast*. Guarantee your enrollment by paying your tuition today. You will receive a confirmation once your registration is complete. **Payment is due before the program.**

Quick Confirmation! To receive your confirmation within 48 hours, please complete the Quick Confirmation section of the registration form. Be sure to provide us with your e-mail address and/or fax number.

Program Schedule

Check-in: 8:30 a.m. – 9:00 a.m.

Program: 9:00 a.m. – 4:00 p.m.

Cancellations and Substitutions

You may cancel your registration up to 10 business days before the program, and we will refund your tuition less a cancellation fee. Substitutions and transfers may be made at any time to another program of your choice scheduled within 12 months of your original event. Please note that if you do not cancel and do not attend, you are still responsible for payment.

Please Note

- You will be notified by e-mail, fax, and/or mail if any changes are made to your scheduled program (i.e., date, venue, city, or cancellation).
- Walk-in registrations will be accepted as space allows.
- Please, no audio or video recording.
- Lunch and parking expenses are not included.
- Dressing in layers is recommended due to room temperature variations.
- You will receive a Certificate of Attendance at the end of the program.

Tax-Exempt Organizations

If you are tax-exempt, enter your tax-exempt number in Section 4 on the Registration Form. Please mail or fax a copy of your Tax-Exempt Certificate with your registration for payment processing.

Tax Deduction

If the purpose of attending a Fred Pryor seminar is to help you maintain or improve skills related to employment or business, expenses related to the program may be tax-deductible according to I.R.C Reg. 1.162-5. Please consult your tax adviser.

Continuing Education Credit

Fred Pryor Seminars offers Continuing Education Credits that are based on program length and completion. Credits are issued according to the National Task Force for Continuing Education guidelines, and approval is at the discretion of your licensing board. **Questions and concerns should be directed to your professional licensing board or agency.**

Update Your Contact Information!

Simply make corrections to the mailing label on the back page of this brochure. **Mail** corrections to P.O. Box 413884, Kansas City, MO 64141-3884, or **fax** to 913-967-8842. We'll change our records for the very next update. Thanks!

Guaranteed Results

All of our seminars are **100% SATISFACTION GUARANTEED!** We're confident that this seminar will provide you with the tips and techniques you need to harness the power of management skills. If for any reason you are dissatisfied, send us a letter (Attn: Customer Relations) within 30 days of your seminar attendance stating the reason you were not satisfied, and we'll arrange for you to attend another one of our seminars or receive a full refund — *hassle-free*.

On-Site Training Solutions



Get the Results You're Looking For!

Bring our powerful, high-impact training programs to your organization and show your employees that you're serious about their professional growth and achieving critical organizational goals and objectives.

Choose From Over 150 Courses!

From management development to customer service, our comprehensive library of courses provides a learning experience that is engaging, interesting, and intriguing!

Tailor the Training to Meet Your Specific Needs!

We'll help you choose the appropriate courses for your organization and tailor each one to address your specific goals, issues, and scheduling concerns.

Maximize Your Training Budget!

On-Site Training allows you to train work groups, teams, and entire departments for less than the cost of traditional public seminars or other training options.

Give your staff the skills, knowledge, and confidence they need to meet tough workplace challenges head-on, realize their full potential, and perform at their peak.

For a free consultation, visit us online at www.pryor.com or call us at **1-800-944-8503** today!

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Management Skills

for Secretaries, Administrative Assistants, and Support Staff

AN ADVANCED SEMINAR

Even if your title doesn't say "manager," you can still harness the power of management skills!

Are you ready for this seminar? You should attend if:

- **You need a new challenge.** Yes No
You've mastered the "basics" of your job, and feel ready for the "next step."
- **Already, you're doing more than just "assisting."** Yes No
You're handling things on your own and need high-level skills to succeed.
- **You need to communicate your ideas.** Yes No
It's essential that you express yourself with confidence and persuasion.



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To update your contact information, see page 7.

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I need management skills to achieve more!
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see page 7 for details.

ID#
910604

SEMINAR

1

Seminar City: _____

Seminar Date: _____ Event #: _____

YOUR ORGANIZATION

2

Organization: _____

Address: _____

City: _____ St: _____ ZIP: _____

Tele: _____ Fax: _____

Approving Mgr's Name: Mr. Ms. _____

Job Title: _____

E-mail Address: _____ Business Home

Quick Confirmation Please e-mail or fax my confirmation to me within 48 hours.

WHO WILL BE ATTENDING

3

Mr. _____

Ms. _____

Job Title: _____

E-mail Address: _____ Business Home

Mr. _____

Ms. _____

Job Title: _____

E-mail Address: _____ Business Home

Please list additional names on a separate sheet.

METHOD OF PAYMENT

4

Important: Send your payment now. Tuition is due before the seminar. Please make checks payable to Fred Pryor Seminars, and return form to: P.O. Box 219468, Kansas City, MO 64121-9468. Our federal ID# is 43-1830400 (FEIN).

Please check one of the following:

1. Registration fee enclosed. Check # _____ Amount \$ _____

2. Our Purchase Order is attached. P.O. # _____

3. Bill my organization. Attention: _____

4. Charge to : AmEx Discover MC Visa Exp. Date: _____

Acct. #: _____

Card Holder's Name: _____

Tax-Exempt #: _____

Please attach a copy of your Tax-Exempt Certificate for payment processing.

Note: If you've already registered by phone, by fax, or online, please do not return this form.

REGISTRATION FORM – Management Skills for Secretaries, Administrative Assistants, and Support Staff