

# MANAGEMENT SKILLS for Secretaries, Support Staff & Administrative Assistants

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Fred Pryor Seminars

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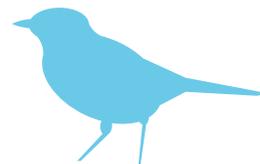
Dallas, TX

75373-8002

**Learn to make decisions with confidence and manage people, projects and time effectively**

**In Just One Day Learn How to:**

- Manage projects like the pros! Utilize two 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!

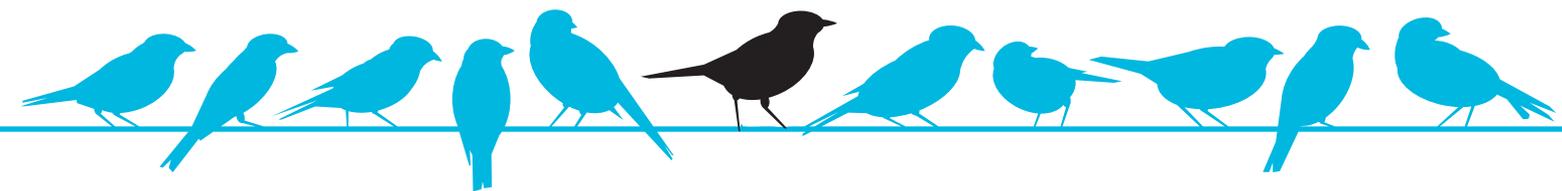


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**910604**

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This course qualifies for CPE credits. See details on page 7.



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

**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.

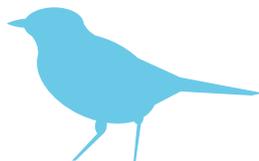
**Working together!** You can't do it alone. In just one day, understand how to motivate the people who can help you succeed! You can manage the work of others, even if you're not in a position of authority (and do it without generating complaints or resentment). Overcome the conflicts that inevitably 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 website at [www.pryor.com](http://www.pryor.com) or call toll-free 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!

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



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# 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

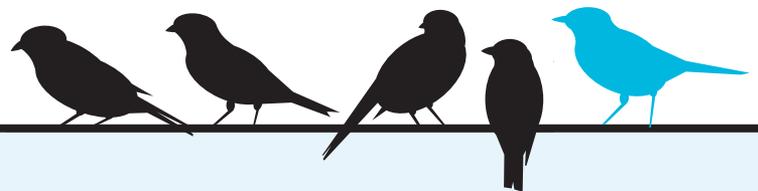
**Cure:** A two-pronged strategy. Take more work off your boss's shoulders and handle more projects on your own, without your manager's assistance. You'll learn how to enhance your work as a team by improving your own management skills!

## **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:

## 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!
- Ten 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.
- To-do lists — how they can actually hamper you!

## Negotiating

- How to identify negotiating situations: You face them every day.
- Eight different types of power — you have much more than you may think!
- Working with suppliers and vendors: a four-step plan to enhance your purchasing effectiveness and improve 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.

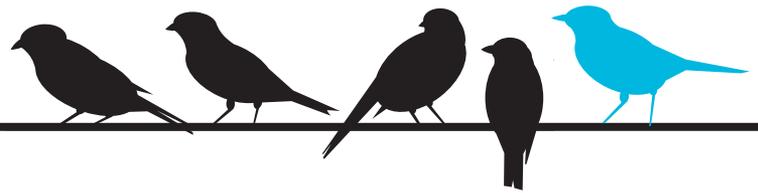
## Managing Change

- Flexibility and willingness to change: three important reasons why they've become business imperatives in today's world.
- Smart measures to 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: six 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 seven lifesaving techniques for relieving pressure and anxiety.

## Managing, Motivating and Leading People

- Leading when you're not in a position of authority: straightforward approaches to 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 to 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 eight specific actions to help you contribute more in meetings and get more out of them.
- Master 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!

- Eight 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

- Two 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.
- Three preventive steps to 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.

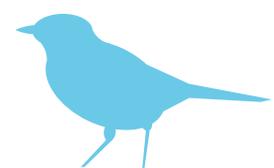
- An easy-to-use model that ensures you’ll make the right decisions — consistently and confidently!
- A good decision now is better than a great decision later. Find out how to attack “decision fear” in yourself and others.
- Get to the bottom of any problem: a step-by-step technique to decipher baffling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

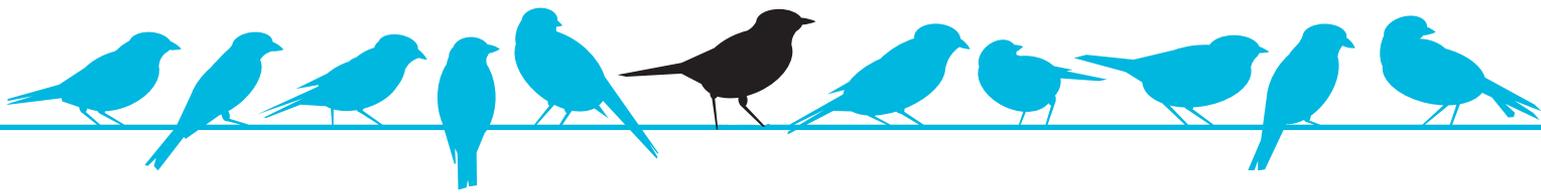
### Your Career and Professional Presentation

- Are you promotable? Ten questions to 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.
- How to project an assertive, confident and capable image in any situation.

# MANAGEMENT SKILLS for Secretaries, Support Staff & Administrative Assistants

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# 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 you don't want or need.

## A+ Training Value

You'll get substantial returns from a small investment — per registrant. Like every Fred Pryor seminar, this program is value-driven and designed with your budget in mind. This training 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 professionals everywhere can attend at their convenience.

## A+ Course Materials

Your registration includes a variety of seminar resources that highlight pertinent information. These materials are offered digitally—making learning interactive and easily accessible. Reference these materials time and time again to recall key points and problem solve.

## Should you attend this seminar?

### Have you ever ...

- Negotiated with suppliers, coworkers, anyone ... and later felt 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 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?

## Guaranteed Results

All of our seminars are **100% SATISFACTION GUARANTEED!** We're confident 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*.

**If you've answered "YES," this seminar is tailor-made for you!**

# 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 email address and/or fax number.

## Cancellations and Substitutions

You may cancel your registration up to 10 business days before the program, and we will refund your tuition less a nominal 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, if you do not cancel and do not attend, you are still responsible for payment.

### Please Note

- You will be notified by email, 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.
- For seminar age requirements, please visit <http://www.pryor.com/faq.asp#agerequirements>.
- Please, no audio or video recording.
- 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 Units (CEUs)

Fred Pryor Seminars offers CEU credits 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.**

## Continuing Professional Education (CPE)

Fred Pryor Seminars and CareerTrack, divisions of Pryor Learning are registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have the final authority on the acceptance of individual course for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.nasbaregistry.org](http://www.nasbaregistry.org). Fred Pryor Seminars and CareerTrack's Sponsor ID number is 109474. This course qualifies for 6 CPE credits..

## Completion & Continuing Education Certificates

To obtain a certificate documenting your completion and/or CEU or CPE credits, please visit [www.pryor.com/certificate](http://www.pryor.com/certificate). Certificates will be available 10 days after your event has ended.

## Onsite 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!

Onsite 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  
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or call us at  
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# MANAGEMENT SKILLS

## for Secretaries, Support Staff & Administrative Assistants

Learn to make decisions with confidence and manage people, projects and time effectively

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

- **You need a new challenge.**  
You've mastered the basics of your job, and feel ready for the next step.
- **Already, you're doing more than just assisting.**  
You're handling things on your own and need high-level skills to succeed.
- **You need to communicate your ideas.**  
It's essential that you express yourself with confidence and persuasion.

**Enroll Today!**



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<input type="checkbox"/> <b>YES!</b> I need management skills to achieve more! Enroll me today! Group discounts available.		
<b>1</b>	SEMINAR Seminar City: _____ Seminar Date: _____ City Event #: _____	
<b>2</b>	YOUR ORGANIZATION Organization: _____ Address: _____ City: _____ St: _____ ZIP: _____ Tele: _____ Fax: _____ Approving Mgr's Name: <input type="checkbox"/> Mr. _____ Job Title: _____ Email Address: _____ <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> <b>Quick Confirmation</b> Please <input type="checkbox"/> email or <input type="checkbox"/> fax my confirmation to me within 48 hours.	
<b>3</b>	WHO WILL BE ATTENDING <input type="checkbox"/> Mr. _____ <input type="checkbox"/> Ms. _____ Job Title: _____ Email (required): _____ <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Mr. _____ <input type="checkbox"/> Ms. _____ Job Title: _____ Email (required): _____ <input type="checkbox"/> Business <input type="checkbox"/> Home Please list additional names on a separate sheet.	
<b>4</b>	METHOD OF PAYMENT <b>Important: Send your payment now. Tuition is due before the workshop.</b> Please make checks payable to Fred Pryor Seminars and return form to: P.O. Box 738002, Dallas, TX 75373-8002. Our federal ID# is 92-2053228(FEIN). Please add applicable state and local tax to your payment for programs held in Hawaii (4.166%, Honolulu 4.712%), South Dakota (6.5%) and West Virginia (6%; plus applicable local tax). <b>Please check one of the following:</b> 1. <input type="checkbox"/> Registration fee enclosed. Check # _____ Amount \$ _____ 2. <input type="checkbox"/> Our Purchase Order is attached. P.O. # _____ 3. <input type="checkbox"/> Bill my organization. Attention: _____ 4. <input type="checkbox"/> Charge to: <input type="checkbox"/> AmEx <input type="checkbox"/> Discover <input type="checkbox"/> MC <input type="checkbox"/> 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, Support Staff & Administrative Assistants**