

**Rebecca Morgan, CSP, CMC**  
**<http://www.RebeccaMorgan.com>**

---



## **Influencing Without Authority**

Successful people understand how to get others to provide what they need to complete projects. If you are dependent on people who don't report to you, it can be challenging. It can be frustrating – or even infuriating.

So how can you influence others who you need to provide you crucial work before you can complete yours? You need to become more savvy to how you currently influence others and what you could do to be even better.

In this highly participatory workshop you'll experience activities that spawn insights and a rich discussion of how you behaved in various scenarios – what worked and what didn't. You'll then see how those behaviors mirror how you behave at work. You'll see how what you're doing on the job is working, or what can be done even better.

### **Participants will:**

- Examine their experience of being influenced by others? What's worked and what hasn't?
- Reflect on how they influence others
- Look at how their communication style creates enrollment or repels it
- Discover how trust increase influence and how can you increase others' trust in you
- See how to get their ideas heard and implemented

### **About the speaker:**

Rebecca L. Morgan, CSP, CMC, is an international speaker, trainer and consultant specializing in creating innovative solutions for workplace effectiveness challenges. She's appeared on 60 Minutes, Oprah, the *Wall Street Journal*, National Public Radio, Forbes.com and *USA Today* as well as international media such as the *Straits Times*, *Brunei Times*, and the *Malaysian Star*.

Rebecca is the bestselling author of 25 books, including *Calming Upset Customers*; *Grow Your Key Talent: Thought-Provoking Essays for Business Owners, Executives and Managers on Developing Star Staff*; *Remarkable Customer Service ... and Disservice: Case Studies and Discussions to Increase Your Customers' Delight* and *Professional Selling*.

She is an exemplary trusted resource who partners with clients to accomplish high ROI on key-talent development projects. Her customized presentations are thought-provoking, highly interactive, and full of immediately usable ideas. She knows what works. Since 1980 she's transformed executives, managers, salespeople and customer support staff into much more effective workplace contributors.