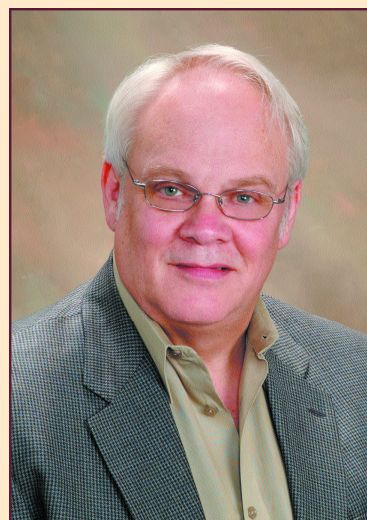


# HARRY E. CHAMBERS



**Author of:**

**The Bad Attitude Survival Guide: Essential Tools for Managers.**  
Reading, MA: Addison Wesley Longman, 1998.

**No Fear Management: Rebuilding Trust, Performance and Commitment in the New American Workplace.**  
Delray Beach, FL: CRC/St. Lucie Press, 1998.

**Getting Promoted: Real Strategies for Advancing Your Career.**  
Reading, MA: Perseus Books, 1999.

**Communication Skills for Scientific and Technical Professionals.**  
Cambridge, MA: Perseus Books, 2000.

**Finding, Hiring and Keeping Peak Performers.**  
Cambridge, MA: Perseus Books, 2001.

**My Way or the Highway: The Micromanagement Survival Guide.**  
San Francisco, CA: Berrett-Koehler Publishers, 2004.

Harry brings 30+ years of practical business experience to his content-rich presentations. His experience ranges from that of an hourly employee to executive officer in the sales, operations, training and administrative areas with privately held and Fortune 500 companies. He is President of the Atlanta-based training/consulting company, Trinity Solutions, Inc. and a graduate of Kent State University.

Harry has worked extensively with industry leaders such as Cingular Wireless, Pratt and Whitney, and Carrier Corporation, as well as many public sector and non-profit agencies. He is a frequent presenter at Inc. Magazine's Leadership Development conferences and his work has been featured on the web sites of CNN FN and Business Week OnLine. An award-winning author, his books have been translated into six foreign languages. His articles, excerpts, and direct quotes appear in many publications and journals, including *Executive Excellence*, *Success* and *Cosmopolitan* magazines. He has been interviewed on *NBC's Today Show*, *ABC's Morning News*, and *National Public Radio's "Morning Exchange."* He is a frequent guest on radio talk shows discussing "*Negativity in the Workplace*" and "*Dealing with Bad Attitudes*" along with a variety of management and leadership issues.

Harry has professional relationships with the following universities:

University of Arkansas, Sam M. Walton School of Business

Boise State University, Center for Management Development

University of Georgia, Carl Vinson Institute of Government

University of Minnesota, Carlson Business Center

Southwest Missouri University, Management Development Institute

He serves on the Board of Directors for America Outdoors, the premier association for whitewater rafting companies and outfitters.

**Satisfied clients include:**

Tyson Foods

TEVA Pharmaceuticals

American Bankers Assoc.

Electrolux Home Products

Make-A-Wish Foundation

Georgia Hospital Assoc.

John Hopkins Medical Center

Otis Elevators

Bell South

I.B.E.W.

Centers for Disease

Control and Prevention

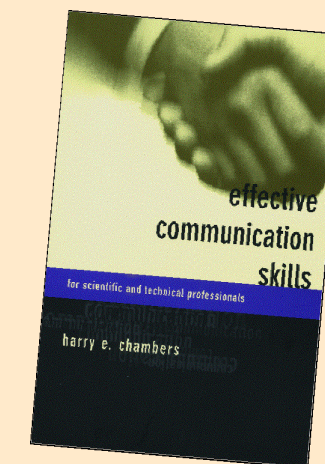
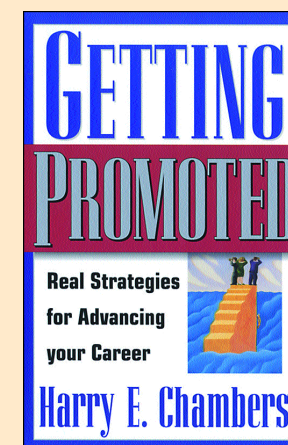
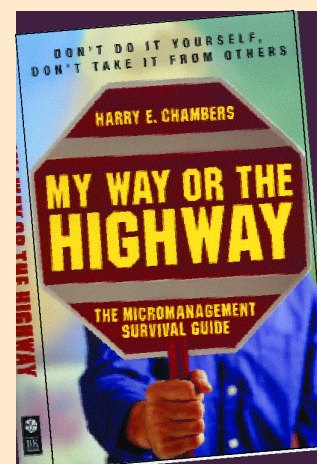
# INFLUENCE WITHOUT AUTHORITY

*"How to Increase Your Organizational Influence and Get Things Done When You Are Not in Charge"*

**Increasing Organizational and Personal Persuasiveness  
Gaining Support for Your:  
Priorities Activities  
Projects and Responsibilities**

**Maximizing Your Influence When You Do Not Have Direct Control or a Formal Position of Authority**

*Presented by Harry E. Chambers, Author of:*



**Trinity Solutions, Inc.**

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Email [harry@harrychambers.com](mailto:harry@harrychambers.com)

## INCREASING YOUR IMPACT ON DECISION MAKING AND RESOURCE ALLOCATION

### Who Should Attend?

Anyone who has an interest in increasing their influence with their peers, management, key support personnel, and customers.

Managers who want to increase their influence with the people they lead without having to resort to exercising raw authority/power.

All employees who work in teams and collaborative environments and are dependent upon the interactive support of others over whom they have no direct authority.

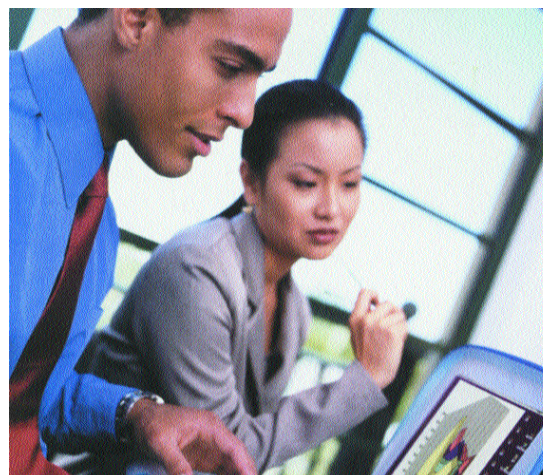
Everyone who has an interest in improving their persuasiveness, promotability and upward mobility within the organization.

### A full day, content-rich training program that will help all participants:

- a Increase their influence over the decision making, behavior and support of others
- a Build more effective, appropriate workplace relationships
- a Increase the trust and respect their peers, managers and customers have for them
- a Become more skilled at responding to "organizational politics"
- a Avoid the "traps" that decrease influence, trust and effectiveness
- a Maximize their negotiation skills
- a Enhance their presence within the organization
- a Expand their career growth opportunities

### Instructional Methods

- a Instructor-led group discussions
- a Interactive group participation
- a Multiple skill practice sessions
- a Case study evaluation



## PROGRAM OUTLINE

Content of this program is taken from the book, Getting Promoted: Real Strategies for Advancing Your Career (Perseus Books) by Harry E. Chambers.

### Module One – The Realities of Individual and Organizational Influence

- The benefits: "What can be gained?"
- The changing dynamics of personal and organizational influence
- The downside of exercising raw authority even if you have it!
- The C.U.P. Analysis: Separating the controllables from the uncontrollables

### Module Two – The Nine Spheres of Influence

- Identifying the positive and negative sources of influence
- Learning to maximize your overall impact and persuasiveness
- Neutralizing the negative influence others may attempt to exercise over you
- Increasing communication effectiveness
- Building personal networks
- Bringing increased value and recognition to others

### Module Three – Enhancing Your Ability to Negotiate

- Balance successful negotiation and maintain effective relationships
- The three negotiation factors:  
Time      Influence      Preparation
- Twelve powerful negotiation tactics
- Defending against "pressurized" negotiation ploys

### Module Four – Increasing Personal and Organizational Trust

- The realities of "trust" in today's workplace
- When trust is used as a "tool of manipulation"
- Evaluating the trust destroyers
- The recovery process: "When trust is broken"
- Repairing damaged professional relationships

### Module Five – Your Personalized Action Plan

- Creating your "go forward" strategy
- Determining your "influence quotient"
- Maximizing your strengths
- Strategies for improving any areas of weaknesses
- Determining specific goals for future achievement