



The Institute for Management Studies, 201 West Liberty Street, Suite 100, Reno NV 89501

SUBJECT	<b>MANAGING UP AND ACROSS THE ORGANIZATION: THE POWER OF INFLUENCE</b>		
FACULTY	DR. TERRY PAULSON		
LOCATION	Charing Cross Hotel The Strand, London WC2N 5HX 0870 333 9105	DATE	Friday, October 30, 2009
		REGISTRATION	8:30 AM
		SESSION	9:00 AM - 4:00 PM

**TIME TOPICS**

<b>50%</b>	<p><b>Why Helping Your Boss Helps You—Exploring the Advantages</b></p> <ul style="list-style-type: none"> <li>• Why Helping Your Boss Helps You—Exploring the Advantages</li> <li>• The Attitudes that Stop You from Positively Managing Your Boss</li> <li>• How Ego Stakes and Issue Stakes Can Impact Decision Making</li> <li>• Managing Your Own Ego Is the Start of Influence</li> <li>• Finding a Common Cause from a Shared Mission and Vision</li> <li>• Building an Influence Insurance Policy that Gives You Confidence</li> <li>• Assessing Strengths and Weaknesses Helps You Team</li> </ul>
<b>50%</b>	<p><b>How to Deal with a Difficult Boss and How We Often Make It Worse</b></p> <ul style="list-style-type: none"> <li>• Bridge-Building Strategies to Build Positive Deposits</li> <li>• Use Your Bosses Strengths to Increase Your Influence Batting Average</li> <li>• Managing Information and Priority Shifts to Earn Trust</li> <li>• Committing to No Surprises: Be a Problem Solver not a Problem Evader</li> <li>• Finding an Assertive Middle Ground in Taking a Stand and Giving Feedback</li> <li>• Coming Up for Air by Providing Distance with Dignity</li> </ul>

**SEMINAR DESCRIPTION**

The best leaders have mastered the often subtle and challenging art of managing their relationships with their peers and their superiors. We start by exploring and overcoming the attitudes and actions that will interfere with constructive relationships. In this practical program, you'll also learn how to use timely information, sincere acknowledgment and targeted questions to influence your people's opinions and decisions. You'll explore how ego and issue stakes can help you adjust your influence strategy. Learn how to overcome resistance with appropriate and timely criticism balanced by support. You'll learn how to take a stand and confront problems in a way that builds your relationships. Through engaging presentation and dyad exercises, participants will leave with an influence strategy that can significantly improve their working relationship with their boss and their peers.

**FOR RESERVATIONS**

**Mike Matthews**  
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## FACULTY



**DR. TERRY PAULSON** is a psychologist and author of the popular books, *Paulson On Change*, *They Shoot Managers Don't They*, *Making Humor Work*, *50 Tips for Speaking Like a Pro* and *Can I Have the Keys to the Car?* He hosted ECI's business television series entitled, "Quality from the Human Side", and is honored to be a distinguished faculty member of the Institute for Management Studies. Since founding Paulson and Associates in Agoura Hills, California, Dr. Paulson continues to conduct practical and entertaining programs annually for companies such as IBM, 3M, Federal Reserve Bank, HBO, Honda, Johnson & Johnson, KPMG, Merck, NASA, Nintendo, SBC/Pacific Bell, Sony, Starbucks, Verizon, and hundreds of hospitals, universities, and associations. Dr. Paulson is the immediate past president of the International Federation for Professional Speakers and a Past President of the National Speakers Association. He has attained NSA's Certified Speaking Professional designation and has been inducted as a lifetime member into its CPAE Speakers Hall of Fame, along with Ronald Reagan, Colin Powell and Norman Vincent Peale, an honor given to only 166 speakers worldwide since its inception in 1977. Dr. Paulson's tasteful humor and down-to-earth style have earned him a deserved reputation as one of the nation's best keynote speakers. He brings knowledge, enthusiasm, and a refreshingly unique approach to every program. Business Digest has called him "the Will Rogers of management consultants." Dr. Paulson graduated with honors from UCLA and went on to receive his Ph.D. in psychology from Fuller Graduate School of Psychology in Pasadena, CA.

## GUIDE TO PARTICIPANT SELECTION

SENIOR EXECUTIVE  
(Pres, Exec & Sr. VP)

EXECUTIVE  
(VP & General Mgr)

SENIOR MANAGER  
(Div. & Reg. Mgrs)

MIDDLE MANAGER  
& SUPERINTENDENTS

3	3	3	3	3	3	3	3	3	3	3	3	3	3
2	2	2	2	2	2	2	2	2	2	2	2	2	2
1	2	2	1	1	2	1	2	2	1	2	1	1	1
1	1	1	1	1	1	1	1	1	1	1	1	1	1
Admin	Distrib	Engr	Finc	H.R.	Legal	Mktng	IT	Ops	Ping	Pchsg	R&D	Sales	

APPLICABILITY

"1" indicates primary target audience

"2" indicates a good fit if the level of material is appropriate

"3" indicates (in the opinion of the Institute and faculty) limited applicability.

## FOCUS

PRIMARY

### LEADERSHIP DEVELOPMENT:

Commitment, Communication, Initiative, Interpersonal Relations, Motivation, Persistence

SECONDARY

### PLANNING/ORGANIZING:

Problem Identification, Selecting and Organizing Information, Generate and Obtain Plan Support

TERTIARY

### EXECUTING/CONTROLLING/EVALUATING:

Use of Authority, Coordination, Follow Up

LEVEL

Introductory  Intermediate  Advanced