

# TRAINING

“INFLUENCING: The Art of  
Getting What You Want”



## Customizable Corporate Training Programs

- » Strategic Influencing for Leaders
- » Breakthrough Negotiating
- » Conflict Resolution
- » Team Effectiveness
- » Sales & Business Development
- » Inclusive Leadership:
- » Innovation Workshop
- » Cross-cultural Influencing
- » Organizational Influencing
- » Human Resources Management
- » Recruiting & Interviewing
- » Organizational Culture
- » Influencing & Negotiating for Women
- » Virtual Influencing
- » Labor Management Relations
- » Personal Branding
- » Influencing Through Others
- » Sales Negotiating
- » Dealing with Difficult Clients
- » Empathy & The Art of Active Listening
- » High Performance Customer Service
- » Influencing Without Authority
- » Performance Management
- » Change Management

Lee E. Miller

# Strategic Influencing & Negotiating Programs

## Overview

Lee E Miller is a master practitioner and trainer in the fields of Leadership, Strategic Influencing, Sales, Innovation & Negotiating. He has developed a multi-pronged systematic approach to teaching these skills. His unique programs provide participants with an in-depth understanding of the structure of the influencing and negotiating process and how the elements can be ordered and applied to produce superior outcomes in a variety of contexts from Leadership to Sales to Procurement to Innovation. Based on his best-selling book, coauthored with his daughter, *A Woman's Guide To Successful Negotiating* he has developed programs specifically designed for women executives

The goal of the programs is to get participants to approach their efforts in a strategic, systematic way. Participants will learn how to determine how the individuals they are dealing with see a situation and what will motivate them to support a proposed plan of action, taking into account the situational and cultural context and the roles of the individuals involved.

His program teach participants to exert influence:

1. One-on-one, in person,
2. In a organizational context,
3. Cross culturally; and
4. Virtually.

Each program is designed to be highly interactive. Participants will have the opportunity to observe, to participate, to ask questions, to improve their influencing and negotiating skills and to learn from real life practical examples. Participants will explore and perform small group exercises, allowing the attendees to practice and master various influencing and negotiating skills..



## Participants Will Learn To:

- » Apply a systematic approach to influencing, sales and negotiating
- » Prepare more effectively
- » Analyze situations and develop appropriate strategies to achieve predetermined objectives
  - Take into account the needs of others,
  - Understand the situational and cultural context in which you must operate
- » Increase the perceived value of what you are proposing
- » Develop a framework for collaboration
- » Structure their interactions to effectively impact outcomes
- » Increase their effectiveness throughout your organization
- » Enhance, communication and listening skills
  - Get others to view you as being on their team rather than as an adversary
  - Say no without being viewed negatively
  - Use and respond to power
  - Exert influence virtually and through others.
  - Handle difficult individuals, avoid impasse, manage conflict and overcome deadlocks when they arise.
- » Navigate organizational politics

# Lee E. Miller

Lee Miller is a speaker, trainer, consultant and executive coach in the fields of leadership, human resources, innovation, influencing, negotiating, organizational culture, change management, total rewards and team dynamics. An adjunct professor of Human Capital Management at Columbia University and USC where he teaches graduate level courses in, organizational culture, change management, total rewards and employee relations. Lee also serves as a Senior Fellow The Conference Board, The Human Capital Center. In addition, he is an Adjunct Professor of Management at Seton Hall University, where he teaches MBA courses in human resources management, influencing and negotiating, managerial decision-making and organizational culture, Lee is a five-time recipient of the Stillman School's Award for Teaching Excellence. Among the books he has written are *Up Influence Power and the U Perspective -- The Art of Getting What You Want* and *A Woman's Guide To Successful Negotiating* selected by the Huffington Post as one of the "16 Books Aspiring Women Leaders Need to Be Reading," and a featured book on the Early Show and Good Morning America. He also authored the chapter on social media in *The Guide to Best Practices in Non-Profit Communications* and co-authored, with William Owen, Chief Executive Officer, Sidra Medical and Research Center, the chapter on Communications in *Enhancing the Professional Culture and Accountability of Academic Health Sciences Center in a Policy Context*. He is also the co-author of *Getting People to Believe in Something They Can't Yet Imagine* (Harvard Business Review Online).

Previously he was the Chief Human Resources Officer at TV Guide Magazine, USA Networks and Barney's New York, Inc., a Vice President of Labor and Employee Relations at R.H. Macy & Co. Inc. and a partner and co-chair of the employment and labor group at Shanley & Fisher, (now Drinker Biddle). Lee is the former Chair of the International Association of Corporate and Professional Recruiters and Secretary to the Union County Motion Picture Advisory Board. He also serves as an advisor to, and an honorary director of, the Tianjin Society in Singapore.

As a frequent speaker, he has appeared on CBS's "The Early Show," ABC's "Good Morning America," "Fox and Friends," ABC's "Money Talk," NBC's "Today New York," CNN's "Your Money's Worth," CNBC's "Power Lunch," Bloomberg "Personal Finance," MSNBC's "Economy Watch" and NPR's "Morning Edition." He has addressed groups such as The United Nations, The American Management Association, The American Society of Women Accountants, Society for Food Management, Columbia Business School, Princeton University, University of Vienna, New Jersey Society of Human Resources Annual Conference, the New Jersey Governor's Conference on Women, International Association of Corporate and Professional Recruiters National Conference, Women in Power Asia Conference in Malaysia, the NYC Venture Capital Conference, University of West Indies Leadership Conference and the Wharton Media and Entertainment Conference..

## VIDEOS

### Strategic Influencing Training

<https://www.youtube.com/watch?v=8fMVw0gZWp8>

### Video Training Clips

<https://www.youtube.com/watch?v=R79PFtlbfzk&t=12s>



*"The training program I attended was terrific. While I consider myself a good negotiator, this program provided me with new insights and perspectives on how to negotiate better. I came away with practical skills which I was able to put to use immediately."*

Virginia Maddox, CAO **HSBC Securities (USA) Inc.**

*"Lee is unquestionably one of the best trainers I have ever worked with, in part because he didn't start out as one. His uniquely interactive style engages the group as a whole yet reaches each participant individually. Participants leave his programs with practical skills tailored to their own personality. While Lee's credentials are impressive --- what is truly impressive is how 'down to earth' and approachable he is as a coach, mentor and trainer. He makes the subject matter come to life. Lee is a true professional, and a rare individual."*

Lori Josephs, former Vice President Learning & Development  
**Grey Advertising**

*"Lee encourages a high level of interaction with his audience. Workshop participants gained new skills for negotiating and broadened their concept of what is possible in negotiating."*

Cynthia Scherr, Principal  
**Scherr Management Consulting,**  
Ashland Oregon