UNLEASHING THE POWER OF INFLUENCE

Developed and Presented By:
RHONDA SCHARF CSP, HoF
Certified Speaking Professional, Hall of Fame

Rhonda@on-the-right-track.com
www.on-the-right-track.com
1-877-213-8608
WHERE HAVE WE BEEN...AND GOING?
By 2020, 46% of the working population will be Millennials.
Pre-Order your copy today at Amazon.com

To be released November 5, 2019
By 2025, 50% of employees will be working virtually.
52% of admins are expected to be on call after hours.
TRENDS

51% of admins are taking 10 vacation days or less per year.
56% of employees says that in office perks are very important when evaluating a job.
92% of admins use Facebook

Find me there @RhondaScharf
47% of admins work 8+ hours per day, and 14% work 10+ hours per day.
ARE YOU CLIMBING UP OR SLIDING DOWN?
UNLEASH YOUR INFLUENCE

The action or process of producing effects on the actions, behavior, opinions, etc., of another or others.

- dictionary.com
Essential Skills for Influence

- Listening Skills?
- Social Poise?
- Negotiation / Persuasiveness?
- Honesty / Objectivity / Tact?
- Diplomacy?
- Patience?
- Assertiveness / Tolerance?
- Enthusiasm / Energy?
- Organized Thought Process?
<table>
<thead>
<tr>
<th>PEOPLE</th>
<th>WILL</th>
<th>NEVER</th>
<th>FORGET</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOW</td>
<td>YOU</td>
<td>MADE</td>
<td>THEM</td>
</tr>
<tr>
<td>THEM</td>
<td>FEEL</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

A B C D E F G H I J K L M
N O P Q R S T U V W X Y Z
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
People will never forget how you made them feel

#AdminsRock
IT IS NOT WHAT YOU SAY;

COMMUNICATION:

IT’S WHAT THE OTHER PERSON HEARD, AND THOUGHT YOU SAID!

UNLEASH YOUR INFLUENCE!
of our success comes from our technical ability

of our success comes from our ability to deal with other people

- BRIAN TRACY -
FACE TO FACE COMMUNICATIONS

- Words
- Tone of Voice
- Body Language
INFLUENCE and CREDIBILITY
6 UNIVERSAL PRINCIPLES
1. RECIPROCITY

Give and Take
2. LIKING
3. SCARCITY
4. AUTHORITY
5. CONSISTENCY
6. Social Proof
1, 4, 7, 20…
(8, 16, 17, 30)

<table>
<thead>
<tr>
<th>Number</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>3</td>
</tr>
<tr>
<td>Four</td>
<td>4</td>
</tr>
<tr>
<td>Seven</td>
<td>5</td>
</tr>
<tr>
<td>Twenty</td>
<td>6</td>
</tr>
<tr>
<td>Sixteen</td>
<td>7</td>
</tr>
</tbody>
</table>

#AdminsRock
Acknowledged
Understood
Appreciated
KEEP YOURSELF ON THE RIGHT TRACK

If you would like to receive today’s slides, Write PP on your blue card

Good luck, and continue to stay ON THE RIGHT TRACK!