

The Greater Los Angeles,  
Orange County &  
Inland Empire Chapters of CLMA

Invite you to attend: **SMARTLab**  
CLMA's "GET SMART"  
Learning Experience

**INFLUENCING OUTCOMES** *Inside & outside* **OF THE LAB**

Your ability to collaborate and contribute within and outside the laboratory work environment relies on effective interpersonal skills and behaviors. Identify those interpersonal characteristics, attitudes and skills that help you successfully influence positive outcomes in the laboratory and beyond. Let CLMA guide you through a highly interactive learning process, participants will gain insight into what drives their influence style; identify behaviors that support business goals to ensure individual and organizational effectiveness; and create strategies for leveraging one's personal power.

**Learning Objectives You Will:**

- Define power v. influence v. persuasion
- Examine your sources of power and influence
- Identify the components of effective interpersonal influence
- Examine the specific tactics and behaviors that support effective interpersonal influence
- Identify and strategize responses to both case and real-life situations

**Agenda**

- Conditions of Influence
- Key Success Factors for Optimum Personal Power
- PG Influence Model©
- Influence Opportunity - Application

**Format** Four-hour, highly interactive workshop **Continuing Education Information:** This program is eligible for 4.0 continuing education credits from ASCP(CMLE), ASCLS (P.A.C.E.), California, and Florida are available. CE for SmartLab is processed the same way as a chapter meeting. A certificate of attendance is also available.

**Saturday, September 26<sup>th</sup> 8:00 AM to 12:00 noon**

**Registration and continental breakfast 7:30 to 8:00 AM**

Valley View Focus Diagnostics, Inc.  
11331 Valley View Street  
Cypress, CA 90630

**Please register online at:** [www.clmagreaterla.org](http://www.clmagreaterla.org) (SMARTLAB2009)

**For questions contact: Kathy Clark: at** [kathy.clark@cshs.org](mailto:kathy.clark@cshs.org) 310.423.5337

Members (of any of the 3 hosting chapters) \$10 Non-Members \$25

Partners in Education **CLMA**  **SIEMENS**