

Rebecca L. Morgan, CSP, CMC

Morgan Seminar Group is an internationally recognized consulting, training and development firm, based in San José, CA. Founded by Rebecca L. Morgan in 1980, Morgan Seminar Group partners with clients to create innovative, long-lasting professional development solutions. Our focus is increasing people-productivity and profitability by providing the right skills for the right people in the right way.

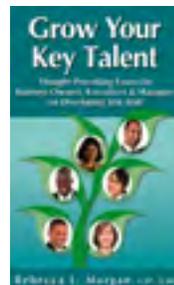
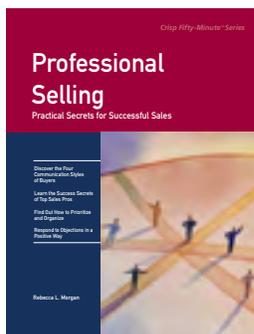


Many recognizable organizations have engaged Rebecca to develop creative solutions to their situations. These include: Apple Computer, Singapore Airlines, Wells Fargo Bank, New York Life Insurance, Microsoft, ING, Hewlett-Packard, Adobe, Applied Materials, Lockheed Martin, Sony, and Stanford University, among many, many more.

Rebecca L. Morgan, Founder and Principal

Morgan Seminar Group founder and principal, Rebecca Morgan, is one of America's most respected and sought-after workplace effectiveness experts, professional development consultants, authors and speakers. Her media appearances include 60 Minutes, The Oprah Winfrey Show, the *Wall Street Journal*, National Public Radio's Market Place, *USA Today*, *San José Mercury News*, Singapore's *Straits Times* and the *San Francisco Chronicle*. Her ideas are so solid, Microsoft retained her as their workplace effectiveness spokesperson.

Rebecca's books, recordings, videos, and learning tools exemplify the excellence she creates in all of her work. She's authored twenty popular books — two have been translated into nine languages. Additionally, she's co-authored five others; one is a fund-raiser for the US Olympic team. Her books include:



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Creating innovative workforce effectiveness solutions
Workforce Effectiveness Expert ▲ Bestselling Author

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Proven Programs (click on each title to go to web page)

Calming Upset Customers

How do you make your upset customers happy? What can you do to ensure upset customers will return, will be satisfied, and will refer others to you? It's the little things that pay off big.

Learn what upset customers want, how to calm them, and how to retain and grow their business. The concepts in this program are applicable to internal and external customers.

Interpersonal Communication Savvy

Have you had associates with whom you just couldn't communicate? Do you know people with whom you "talk the same language" and others who seem to be talking Martian? Would you like to understand how to communicate with others so they'll be most responsive to your requests and ideas?

Effectively Growing Your Key Talent: Are You Sunlight and Water — or Just Manure?

Are your team members growing or shriveling? Are you enabling them to flourish or causing them to wilt? How can you grow your own skills as well as nourish those with whom you work?

If you're like most entrepreneurs, managers or executives, you are struggling with more to do and fewer resources. Maybe you work alone or perhaps you've got a team. You know if you aren't moving forward with key projects, you're losing ground and your competitors are like weeds — ready to overtake your customers, employees and business.

You need to keep your and your team members' skills sharp, but not sure how to do that on a limited (or no) budget. Rebecca will share her thoughts on keeping growing to thrive and not let your business die from lack of tending.

The Power of Our Words

"Words not only affect us temporarily; they change us." — David Riesman, *The Lonely Crowd*

Our words are so much more powerful than we give them credit for. We take our words for granted, because we say so many in a day. We don't take the time to think through "How might my comment leave the receiver? Feeling respected, or diminished? Feeling better about himself, or worse?"

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This inspiring talk is an in-depth look at how others' words have affected us, and how our words can affect others. Every audience member has had someone hurt them with their words, but they often haven't seen how their words affect prospects, customers and co-workers.

Emerging-Leader Development

“Managing people is a pain!” You’ve heard this from your colleagues. Perhaps you’ve even said it yourself. You are smart. So why is it hard to manage people? You know you could use some new skills to manage your team better, but you’re not sure exactly how to go about it. If all people would respond to the same management style, it would be so much easier!

When you talk to your staff, do you sometimes feel like you’re talking to a wall? Do you have trouble getting them to do what you want them to do? Do you feel like it’s often quicker and easier to do the job yourself?

This program is applicable for not only new managers or supervisors, but as a often much needed refresher for managers who think they know what to do, but aren’t doing it.

Authentic Leadership Presence: Benefiting From Strategic Authenticity

Common advice is, “Be yourself.” But is it always possible — and advisable — to be your full self in every situation? Learn about the Authenticity Continuum(tm) and be cognizant of how much of your true self to disclose in each situation. Inauthenticity — or being fake — is not the goal. Being savvy about how much to reveal is.

Showing others your leadership presence will get you taken seriously. How you dress, walk, gesture and talk all impact whether you’re considered for that next big project or job. Learn some nuances that aren’t commonly discussed that will help you project your leadership presence.

Professional Selling: Practical Secrets for Successful Sales

How should you begin your sales call for greatest effectiveness? How can you be friendly yet get down to business? What is the best way to uncover the concerns of your prospect? How can you then turn these uncovered areas into a sale? What are ways to close for commitment? How do you manage your in-office and on-the-road time to be most effective?

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