

Influencing Skills

Duration: 1 Day

Introduction

Influencing others requires confidence and willingness to make things happen. Successful influencing is about developing the ability to work in a dynamic environment with professionalism, using everything at your disposal both verbal and non verbal channels to communicate and to create a positive impact.

Course Aim

To equip managers at all levels with skills that will help them adapt their behaviour to influence positively in a range of situations.

Learning Objectives:

As a result of attending this course you will:

- ✿ Analyse and assess the effectiveness of your influencing style
- ✿ Select and demonstrate a range of influence behaviours to impact situations
- ✿ Use proven techniques to gain commitment & avoid using position or status
- ✿ Practised a range of positive influence behaviours
- ✿ Identified how they will apply positive influence behaviours to specific work based scenarios

Method & Approach

The course is highly interactive with a structured approach and a lively pace. It includes a range of role plays and group discussions aimed at changing opinion and avoiding conflict through positive influence

Course Content

- ✿ Making sense of the “dark side” of influence
- ✿ Exploring the “bright side” of influence
- ✿ The “value set” underpinning effective and long lasting influence
- ✿ Personal influence profiles
- ✿ Assertive behaviour skills including asking for what you want
- ✿ Supportive behaviour skills including active listening
- ✿ “Fusion” behaviour skills including inspiring people
- ✿ Giving and receiving feedback
- ✿ Consolidation role-plays and exercises
- ✿ Self select learning opportunities
- ✿ Exploring personal drivers and motives
- ✿ Saying “No” without ever using the “N” word and delivering “bad news”