

Influencing Skills

This powerful and insightful two-day workshop is guaranteed to add value to the anyone who is looking to positively influence others . The course will develop, enhance and improve the persuading and influencing skills of all who attend.

This workshop explores effective and inspirational communication, influencing and persuading skills and techniques that will empower you to influence, team members, suppliers, colleagues and internal customers with integrity. Every skill and concept explored will be brought to life so delegates can clearly relate to how your learning is relevant to the day job.

HIGH-LEVEL LEARNING

- » Understand what influencing is and how it looks, sounds and feels in practice
- » Understand the difference between assertive, passive, aggressive and passive aggressive behaviour
- » Understand the difference between persuading and influencing
- » Demonstrate the three key values that determine their ability to influence others
- » Influence other peoples behaviour by acting as a role model and ambassador for positive communication
- » Understand and overcome any individual barriers to communication
- » Recognise your own preferred communication style and how to adapt to suit different environments and other people
- » Manage your own behaviour in order to influence others
- » Use your influencing styles to win favourable results
- » Communicate in meetings in a style that adds credibility to your organisation
- » Effectively plan your communication

YOU WILL LEARN

- » Generating rapport and building relationships to increase influencing power
- » Influential voice, language skills and body language
- » Understanding other peoples communication styles
- » Managing your behaviour to influence a positive outcome
- » Managing other peoples behaviour to influence a positive outcome
- » Understanding and using different influencing approaches
- » Understanding your preferred influencing approach and how to adapt
- » Persuasive communication through questioning and listening
- » The influencing power levers
- » Recognise and work with different conflict handling techniques.