



Influencing Skills

About This Course

Duration – 2 days 9 until 5

Total Cost – £595

Overview

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.

The main focus of the workshop is to ensure that you have the confidence and the ability to influence others using credible and assertive communication strategies,

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.

Is it right for me?

Anyone who manages and influences internal customer or employee behaviour will benefit from attending this course

What will I learn?

By the end of this course you will be able to:

- Understand what influencing is and how it looks, sounds and feels in practise
- Understand the difference between assertive, passive, aggressive and passive aggressive behaviour
- Demonstrate influential, language, voice and body language skills
- 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
- Recognise and work with different conflict handling techniques.
- 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

What will it cover?



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- Generating rapport and building relationships to increase influencing power
- The difference between persuading and influencing
- Influential voice and language skills
- Influential body language
- The 4 communication styles
- Understanding other peoples communication styles
- Managing your behaviour to influence a positive outcome
- Managing other peoples behaviour to influence a positive outcome
- Understanding the influencing approaches
- Using different influencing approaches
- Understanding your preferred influencing approach and how to adapt
- Persuasive communication through questioning and listening
- The influencing power levers
- Conflict handling techniques
- Influencing in meetings

Putting it all together.

This course will include a variety of role-plays and creative solutions to consolidate the theory delivered.