



Influencing Skills

Aims

This 2-day course is designed to enable delegates to become more confident, influential and persuasive at work through recognising the link between their communication skills and the impact they can have on others. This course also includes the theory of negotiating and how to successfully gain a 'win win' situation.

Objectives

By the end of this course you will be able to

- Communicate in a more persuasive manner with colleagues and other people outwith your organisation
- Develop more effective and creative working relationships
- Explain complicated ideas in a manner which helps others to understand and increases the outcome of success
- Communicate with confidence at meetings
- Become a more active listener and put into practice enhanced persuasion skills
- Apply principles of negotiation to your day-to-day communication
- Identify your own preferred influencing style and use it to encourage others to change

Who Should Attend

Individuals at all levels who wish to influence and persuade positively.

Course Content

- Defining the communication process
- Your personal communication style
- Not saying "yes" when you know you should be saying "no"
- Expressing your ideas in an assertive and effective manner
- Contributing at meetings and gaining cooperation from others
- Ensuring your communication is clear, concise and easily understood
- Enhancing your questioning and listening skills
- Persuasive communication - gaining others' agreement
- Creating a positive impression when dealing with senior colleagues
- Communicating difficult or sensitive messages
- Gaining cooperation from others and minimising conflict
- The core negotiation process when working with others
- Pre-negotiation - preparation and planning
- Concluding the negotiation - securing a win/win result
- Preparing a Personal Action Plan
- Top tips to support your return to the workplace

Duration

2 Days