



Influencing People

Overview

This course enables the delegate to act with greater precision and credibility when communicating with other people. It explores the effect communication styles and interpersonal skills have on the ability to persuade others, and will help the delegate develop powerful techniques to put across ideas in a dynamic winning way.

Target Group

This course is aimed at Managers and senior staff, who would like to be more influential, to make more of an impact on people and get their message across more effectively.

Objectives

By the end of this course delegates will be able to;

- ✗ Demonstrate the skills needed to influence people
- ✗ Know when to influence
- ✗ Confidently and effectively handle different people and situations
- ✗ Understand different communication styles, and know how to adapt your own when necessary
- ✗ Successfully negotiate
- ✗ State your case convincingly
- ✗ Understand the importance of questioning and listening skills

Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.)

- ✗ The characteristics of a successful influencer
- ✗ Verbal communication and positive influencing language
- ✗ Building rapport
- ✗ Building positive relationships - Establishing and maintaining trust
- ✗ Non-verbal communication and body language
- ✗ Using the right communication styles for the situation
- ✗ Understand the motivation of others in making decisions
- ✗ Learn how different personalities are best influenced
- ✗ Reasons people say "Yes"
- ✗ Sharpen your Senses
- ✗ Honing your listening skills and overcome barriers to active listening
- ✗ Respond not react!
- ✗ Using emotional intelligence to your advantage
- ✗ Management styles to influence effectively
- ✗ Influencing in group situations – meetings, presentations, seminars etc
- ✗ Influencing in one-to-one situations
- ✗ Negotiating skills
- ✗ Networking in and out of the workplace

Outcomes

Each delegate will receive individual feedback and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.