

Influencing Skills

Target Audience: All individuals needing influencing skills to achieve business outcomes whilst making a positive impact.

Key Learning Outcomes

- Learn key strategies and tactics to influence outcomes.
- Harness your personal strengths to project yourself confidently.
- Explore how to adjust your style depending on the people you want to influence.
- Use your influencing skills to better manage conflict situations and negotiations.
- Make an impact using proven Neuro-Linguistic Programming techniques.
- Use the right words to get the message across and influence others.
- Unlock your personal power.

Course Experience

- ✓ Theory: Latest best practice
- ✓ Team discussions
- ✓ Self assessment
- ✓ Individual and group exercises
- ✓ Film clips
- ✓ Technique application practice
- ✓ Role plays
- ✓ Personal action planning

Course Outline

MORNING SESSION

What it Means to Influence

- When Influencing Matters
- Pull vs. Push Influencing
- Understanding Persuasion

Knowing Yourself

- The Perception Prison
- Self Esteem and Image Projection
- Your Johari Windows
- Types of Personal Power

Understanding Others

- Interactive Styles
- Dealing with Different Personality Types
- Adapting Your Interactive Styles

Building Confidence and Assertiveness

- Ingredients of Confident Behaviour
- How to Anchor Confident States
- Practicing Assertiveness

AFTERNOON SESSION

NLP Techniques for Making an Impact

- The Mind Rules - Rules of the Mind
- Seeing People Through Their Eyes
- Persuasion Through Body Language
- Methods for Building Rapport

The Power of Words

- Using the Right Words to Appeal to Different Personality Types
- Being Artfully Vague and Using Metaphors
- How to Influence in Negotiations

Building Trust

- The Key Elements of Trust
- Effective Listening
- Reflective Listening

Keys to Success

- Building New and Existing Relationships
- Mapping your Personal Spheres of Influence
- Achieving Personal Excellence

Pre-Course Work: Completion of Pre-Course Questionnaire and Assertiveness Self Assessment.

Course Material: Includes facilitator's slides, exercise worksheets, background reading/articles and recommended books

Ideal Number of Participants: 9

Maximum: 12

Minimum: 4