

Influencing Skills

Course Outline

More and more organisations are moving towards team-based, rather than hierarchical structures. This means that there is a greater emphasis on communication and negotiation across the organisation, than simply on positional status to make things happen. Some people seem to be particularly influential – they seem to be able to gain support and commitment for their ideas and goals more easily than others. However, the ability to influence positively and effectively is a skill that can be learnt and developed by anyone wishing to communicate their ideas persuasively, to build strong on-going relationships and networks and to gain acceptance and commitment from others.

This course will enable participants to practice the necessary skills to fulfil their personal objectives, whilst maintaining strong, long-lasting professional relationships. It is particularly recommended for anyone required to manage, to motivate or to influence their colleagues, customers or suppliers.

KEY AIMS

1. To assist participants to develop specific communication skills, to enable them to improve their credibility and gain support and commitment from others.
2. To introduce powerful and flexible tools for use by both individuals and teams within the organisation, whatever their previous experience or circumstances.
3. To enable participants to become more effective in their roles by developing a wide range of influencing skills and techniques.
4. To focus on key issues and challenges relating to effective and ethical influence.
5. To cover essential topics in a relatively short time, whilst ensuring an immediate impact on practice.
6. To accommodate participants' learning styles, by including a variety of role-plays, group challenges, practical exercises, opportunities for personal assessment, and presentation of key techniques and strategies.

KEY BENEFITS

Participants will learn how to:

- Influence effectively without the need for positional power or authority
- Improve their influence and personal power
- Build trusting, productive relationships with others
- Motivate others through positive influence
- Establish confidence, trust, understanding and commitment from others
- Manage conflict and difficult situations more confidently
- Develop more dynamic and productive teams

Organisations will:

- Have more confident and competent staff
- Improve internal communications
- Ensure the best use of resources
- Encourage contribution and commitment
- Adapt and respond to rapidly changing business opportunities

OUTLINE PROGRAMME

- **Core Skills and Definitions** – Examining the meaning of effective influence and identifying the skills that are needed to effect positive influence.
- **Building Networks** – Understanding the importance of networking and discovering how to prioritise networking time/activities
- **Network Analysis** – Analysing and improving existing networks according to priorities and needs
- **Power Bases** – Understanding different sources of power and uses and abuses of power
- **Reactions to Influence** – Recognising the important differences between commitment and compliance
- **Approaches to Influence** – Developing a flexible approach to reach desired outcomes
- **Positive Influencing Model** – Introducing key components of achieving positive results to influencing attempts
- **Rapport Building** – Developing empathetic relationships as a tool for effective influence
- **Building Credibility** - Understanding and developing crucial elements of credibility, including first impressions and ongoing behaviours
- **Influencing upwards and downwards** – Recognising mutual expectations and overcoming barriers to influencing colleagues
- **Action Planning** - Identifying continuing personal development needs and extending learning into the workplace.

FEEDBACK

- “I enjoyed the ease of interaction and learning – thanks for a great day!”
- “The most useful part of the course was planning the process of positive influence, and matching the style, method and content to the situation.”
- “Clear workbook for on-going notes and for later use.”
- “An excellent course that shows you an effective way of influencing others without resorting to using the ‘trump card’ of your position in the hierarchy.”
- “Understanding how to gain commitment rather than compliance is critical, and something I am grateful for having learnt today. Thanks!”
- “The course gave good practical advice about how I can change the way I attempt to influence others at work.”

COST

We understand that training is an investment - not just in terms of the cost, but also in time. We are therefore committed to providing excellent value by ensuring that our open courses are competitively priced. Unlike other inexpensive open/public courses, we deliberately restrict the number of places so you can rest assured that the training will be focused on the needs of every delegate, and will be an effective learning experience.

Fees for 1-day open courses from H2 are as follows:

- Per delegate: £295 + VAT
- 2 or more delegates: £255 + VAT each
- Public Sector: £255 + VAT
- Registered Charities and self-funding individuals: £230 + VAT

Fees are fully inclusive of:

- Course tuition / materials
- Workbook, with comprehensive reference materials / proformas
- Lunch / refreshments
- Personal action planning
- Certification (on request)
- Follow-up support (on request).

CONTACT

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