



## Influencing Skills

### (In a Nutshell)

#### Half-day Workshop 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. This half-day workshop will introduce participants to 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

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1. To enable participants to operate confidently and competently by developing key influencing skills
2. To focus on key issues and challenges relating to effective and ethical influence, such as: developing and maintaining credibility, gaining support and commitment rather than reluctant compliance, using different influencing styles and techniques to suit the situation
3. To introduce and promote the benefits of using an effective model of positive influence that will protect and strengthen on-going working relationships
4. To enable participants to increase awareness of their personal influencing style, and the effect on their relationship with others
5. To facilitate the development of strategies for improving participants' personal approach and building on their natural style

#### KEY BENEFITS

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Participants will learn how to:

- Influence effectively without the need for positional power or authority
- Build trusting, productive relationships with others
- Motivate others through positive influence
- Establish confidence, trust, understanding and commitment from others

Organisations will:

- Have more confident and competent staff
- Improve internal communications
- Develop teams to their full potential
- Gain greater commitment to achieving strategic objectives

## OUTLINE PROGRAMME

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- **Core Skills and Definitions** – Examining the meaning of effective influence and identifying the skills that are needed to effect positive influence.
- **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
- **Building Credibility** - Understanding and developing crucial elements of credibility, including first impressions and ongoing behaviours
- **Action Planning** - Identifying continuing personal development needs and extending learning into the workplace.

## FEEDBACK

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- “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

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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 half-day workshops are competitively priced.

Fees are £197 + VAT per person

Fees are fully inclusive of:

- Workshop tuition / materials / handouts
- Refreshments
- Personal action planning

## CONTACT

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