

Influencing Skills

For those needing to primarily use influence to achieve sought outcomes | 1 day

There is an increased need for people to rely on influence rather than power to achieve needed outcomes. Particularly where matrix structures dominate, project managers and others will have to rely on, and work with others for whom they have no direct management responsibility. The workshop focuses on developing participants' influencing skills.

Objectives

On completion of the training, participants will be able to:

- gain commitment and support from team members and others when in a new leadership role, or no such role
- get buy-in from all stakeholders with projects/major tasks
- build effective ongoing relationships with customers
- effectively manage 'difficult' people
- enhance win-win outcomes with negotiations and conflict
- reduce resistance by others to one's views and proposals
- persuade others, rather than rely on positional power
- effectively manage and influence upwards
- more confidently make decisions and communicate with others

Key Content

- Building respect, rapport and effective long-term relationships
- Getting buy-in from all stakeholders
- EQ counts more than IQ!
- Assertiveness and empathy
- Collaborative negotiation and conflict resolution practices
- Self-appraisal of conflict resolution and negotiation style
- Managing difficult people
- Key leadership practices
- Influencing management and policy
- Influence versus positional power
- Managing different personalities
- Persuasive presentations

Comments by Participants

- Very effective workshop. Went through all areas concisely and helped us understand all content
- It was easy to understand and very friendly – made it fun to listen to
- Good communicator
- Very effective
- Lots of practice in the day; helps to transfer, so will use day-to-day
- Good workshop, and also fun
- Very effective facilitator