

Often employees within flattened, high-involvement organisations are charged with participation on various initiatives. This workshop focuses on the crucial role of influence in getting others to both listen and respect your contribution. This is often undertaken without necessary authority over the people they have to influence.

Do you face any of these issues?

- ◆ Do you regularly have to convince others with your opinion
- ◆ In your role do you have to adopt persuasion techniques to get people to do things
- ◆ Do you know how to win people over when encountering resistance to suggestions and plans

Performance Objectives:

- Increase acceptance of ideas and ensure involvement of others
- Feel more confident in making suggestions for improvement
- Implement new ideas more efficiently
- Enhance personal reputation as strong contributors

Primary Competencies:

- Gaining commitment
- Communication skills
- Building commitment

Programme Overview:

The basics of influencing and persuading people

- The challenges facing us and what effective influencing looks like
- Identifying examples of where delegates have failed to exert sufficient influence in the past
- Clarifying the benefits of using a range of influencing techniques

Influence, Planning and Negotiation

- Using the influence planning and negotiation tools to establish objectives and appropriate strategies

Communication Strategies

- Building rapport and understanding our basic representative structures
- Discussing communication through the transaction analysis model
- Controlling behaviours and effective responses

Skill Practice Process

- A video case study shows a positive model of an influencing discussion. Delegates then prepare and conduct skill practice using the techniques discussed

Applying Skills on the Job

- Delegates prepare for an upcoming on-the-job opportunity to practice some of the influencing techniques learnt

This course can be run exclusively and tailored to suit your company's specific learning requirements and organisational needs. Costs are dependent on number of days required and bespoke content

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