

Influencing Skills

Influencing Skills shares skills, insights and tools to increase your ability to persuade other and ultimately be more effective at work. It will leave you feeling confident and capable in any influencing situation.

Snapshot

Duration: 1 day

Learning Outcomes

During this course you will learn to:

- Adapt your personal influencing style to any situation
- Create a positive environment to exert influence by building rapport with stakeholders
- Effectively prepare, plan and conduct a persuasive conversation

Course Content

Setting the Context

- Introduction
- Learning outcomes
- Participant objectives

Adopting a Positive Mindset

- Cultivate an optimistic attitude
- Understand OAR / BED model
- Review the Iceberg Model

Exploring Influence

- Clarify performance outcomes
- Share goals and experiences
- Discuss your desire to improve skills
- Define what it means 'to influence'

Building Trusting Relationships

- Understand the value of trusting relationships
- Consider the 'emotional bank account'
- Develop your rapport building skills

Uncover your Influencing Style

- Understand influencing styles
- Explore the value of adaptability and flexibility to persuasion

Creating a Persuasive Message

- Use the 'Outcome, Intention and Consequence' model to plan to persuade
- Examine what's important to those we seek to influence
- Carefully prepare and package key messages

Developing your Improvement Plan

- Set actions to implement at work

After: Access the Embed Learning Kit

- This kit assists you in applying techniques at work, ensuring you make the most of this experience