

# Influencing Skills Advanced 1 - Convincing Conversations

Do you want to challenge perceptions, influence a team, or find new ways to motivate individuals? Influencing Skills Advanced 1 provides practical techniques to have quick conversations that convince and convert. It will take you to the next level in your journey to being a master of influence.

## Snapshot

Duration: 1 day

Prerequisites: Participants in this course should understand the principles and basic techniques of influence, equivalent to those covered in MCI's Influencing Skills Foundation course.

## Learning Outcomes

During this course you will learn to:

- Demonstrate a collaborative approach to situations requiring influence
- Describe different behavioural styles in the workplace
- Tailor your communications to influence different behavioural styles
- Construct powerful communications that persuade, motivate and convince

## Course Content

### Exploring Influence

- Welcome
- Recap: the fundamentals of influence
- Review performance outcomes
- Share goals and experiences
- Clarify business benefits of being a strategic influencer

### Emotional Intelligence and Influence

- Emotional Intelligence (EI) and Social Intelligence (SI)
- Discover how increasing EI and SI can help you be more persuasive
- Use techniques to develop your EI and SI at work

### Adapting to Behavioural Styles

- Understand the different Business Behavioural Styles
- Explore building strong relationships with individuals with different styles
- Learn techniques to tailor your communications to best influence each style

### Constructing Persuasive Messages

- Understand how to motivate others and influence their decisions
- Construct and deliver persuasive messages that encourage action
- Enhance your use of influencing techniques such as framing, questioning and silence
- Explore and practice techniques to address reluctance, rejections and resistance

### Developing your Improvement Plan

- Set actions to implement at work

### After: Access your Embed the Learning Kit

- This Kit assist you to apply techniques at work, ensuring you make the most of this experience