

Influencing Skills

INTRODUCTION

With organisations employing flatter management structures such as matrix and self-directed teams, the need for empowered employees is acute. In terms of business development, the skills are fundamental to achieving success.

The ability to influence others without the power of position is a key skill for achieving results and maximising productivity.

This course can be tailored and delivered in company.

COURSE OBJECTIVES

By the end of the course delegates will have:

- **Defined** the skills of the effective influencer and matched themselves to the profile
- **Examined** and practised the key communication skills
- **Practised** the skills of influencing decisions in groups
- **Defined** the three behavioural options and developed a strategy to influence assertively
- **Recognised** the main influencing styles and identified their own favoured style
- **Practised** influencing in preparation for a real life situation

COURSE DURATION: 2 Day Course

COURSE CONTENTS

The Skills of the Effective Influencer

A behavioural profile

Communicating to Influence

What is consensus

Active Listening

Making language more persuasive

Influencing in groups

What is consensus

Presenting views and making concessions

Assertive Influencing in Action

Using verbal and non - verbal communication

Techniques in specific situations

Influencing Styles

What is your favoured style of influencing?

Choosing an appropriate style

Preparing to Influence

Structuring the argument

Making a case

Selling the benefits

Overcoming Objections

Influencing in Action

Practical Exercise

Personal Development Action Plan

Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice most of the theory covered

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