

USING INFLUENCING SKILLS AT WORK

AUDIENCE

This course is designed for First Line managers and senior clerical staff who must influence others successfully in order to implement their own ideas and proposals. The course is complementary to the Interpersonal Skills Course although attendance of that course is not a requirement.

SUMMARY

The three day course focuses on improving participants' face-to-face effectiveness with others. This is regardless of job grade or position and whether it is someone within the same company or a client. The overall aim is to identify and to practise the skills necessary to positively influence team members, colleagues and managers thereby making participants more effective at work.

Participants are asked to complete three pieces of work prior to attending the course and this information will be incorporated into the course sessions.

COURSE AIMS

By the end of the course the participants will:

- *Know the basic principles of influencing.*
- *Understand and have practised the five core skills.*
- *Be able to recognise the different situations in which these techniques can be used.*
- *Recognize the interpersonal skills required in the various situations they encounter.*
- *Have produced a personalised action plan targeting areas of strength and areas requiring improvement.*

COURSE SESSIONS

- *Giving & Receiving Feedback*
- *Why Influencing Skills are so important*
- *Fundamental principles*
- *Core skills*
- *Introduction to Neuro Linguistic Programming*
- *Influencing others*
- *Managing groups in meetings*
- *Human response to change*
- *Blocks to learning new skills*

A full and detailed syllabus is available. Simply email us or visit our website to request further information. Alternatively call us on the number below.