Use Your Influence - Achieve Goals

Module One - Understanding Influencing
- What Influencing Is & What It Is Not
- The 10 Influencing Styles People Use
- The 4 Behaviours of the Influencing Process

Module Two - Self Awareness
- DISC Behavioural Analysis
- Implications of Personality Styles
- Knowing Your Style Under Normal & Pressure Circumstances

Module Three - Communication & Interpersonal Skills
- Developing & Maintaining Rapport
- Influential Body Language
- Using Voice Tone to Underpin What is Said
- Listening Habits that Facilitate Influencing
- Using Questioning to Influence

Module Four - Influencing Behaviours
- Planning to Influence - Power of Preparation
- Using the Situational Influence Approach
- Balancing the Use of the Push and Pull Styles in a Variety of Situations
- The Circle of Concern and the Circle of Influence

Module Five - Being Participative & Persuasive
- Awareness & Acceptance of Others' Needs
- Using Reasoning, Facts & Logic to Support a Position
- Persuasive Probing to Gain Agreement
- Bridging Techniques to Keep Other People on Your Wavelength
- Constructive Feedback & Challenging Views Positively
- Disengagement to Allow Influencing in a More Productive Manner

Course Duration: 1 Day

Price Per Delegate: £345
(Public Scheduled Course)

Price Per Course: £1,245
(On-Site at Customer Premises)

Suitable For:
Individuals who wish to improve their influencing skills when interacting with their colleagues, their line managers, business partners or customers.

Learning Outcomes:
This course encourages delegates to step outside the comfort zone of their natural style and practise new ways of influencing. At the end of the course delegates will:
- Be aware of their own approach and how that is seen
- Understand influencing as part of an overall communication process
- Choose different influencing techniques for various situations
- Apply the process of influencing with different individuals and circumstances
- Plan for different situations and choose the suitable approach