

Influencing Skills

How to effectively persuade and encourage others

Course benefits:

This course will teach you, the techniques required to influence others and the importance of a positive 'win win' outcome. You will understand how we influence others, with the words we use and how we behave. Techniques to, follow a process structure, create a plan and handle objections, will be explored and practised, to provide you with confidence when influencing.

On successful completion of this course, you will be able to describe and apply a variety of approaches to influencing others and achieving successful outcomes in negotiations.

Who should attend?

This course is suitable for anyone who feels that they want to develop their influencing skills, both in the workplace and at home. The influencing skills obtained from this course will assist you in both informal discussions and formal meetings.

The course will cover:

- **What is Influencing?**
Determining why influencing is necessary; the steps of the influencing process; techniques to handle objections; introductory exercise.
- **Dealing with difficult people**
Techniques to handle 'difficult people'; techniques to develop assertiveness and confidence; the importance of asking questions; how to negotiate using variables; reading 'body language'.
- **Communication and understanding**
Exploring the methods of communication; the importance of 'active listening'; why clear and precise communication is necessary; discovering how information is processed; exercise to employ all the techniques.
- **Persuasion and motivation**
Determining the effects of mechanics and location, when influencing; how motivation effects the influencing process; exercise to encourage and motivate.

How you will learn:

The course will involve the learners in a good mix of discussion and practice. An interactive method of learning is encouraged, by using a 'work book' that is provided. This not only enables you to follow the structure of the course, but also acts as an ideal memory aid for your future reference. You will also have the opportunity to put all the techniques discussed into practice, by using 'role plays'. This is both an informative and enjoyable course.

Features of this course:

- Informative, interactive and enjoyable.
- Practical exercises to utilise the skills learned.
- Comprehensive manual and workbook.

Duration and availability:

One day non-residential. Public and In-house.

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