



Influencing Skills

Program Outline

Overview

The ability to build relationships and persuade decision-makers and influencers at a variety of levels is essential. This is particularly true when working in or dealing with large and complex organisations.

This program provides participants with skills, strategies and tools that will increase their ability to build long-term profitable relationships and persuade others to support their initiatives.

Topics

- Qualities of Effective Influencers
- Decision Making
- Framing the Recommendation
- Communication Styles
- People Reading
- Building Rapport
- Influence Strategies
- Communication Skills (Questions & Listening)
- Persuasive Language
- Role plays, critiquing and coaching

Outcomes

- More effective at influencing a wide variety of personality types
- Greater ability to understand and address stakeholder needs
- Ability to position one's recommendation more persuasively
- Build stronger relationships with key internal and external stakeholders
- Manage face-to-face meetings with greater confidence

Duration

2 days for 8 participants (suggested maximum)