

Influencing for results – Course Outline

Duration: 3 Hours

Course Description

Being able to get the outcome you want from different people and situations is an important skill. Often you will need to influence customers, third parties and your bosses where you don't have the line authority to get what you want. Different approaches are needed for these situations. This interactive briefing workshop will help you develop the confidence to adopt different influence techniques and skills to get the results you want.

Who should attend?

Anyone who wants to discover new approaches to influencing and getting the right outcome in a variety of situations.

What will it cover?

- Identifying situations which are difficult to influence
- Spotting your influence target and understanding them
- How to influence different types of individual
- Becoming more confident in face to face situations at all levels.
- The key twelve influence behaviours and when to use them
- Working out your objectives and deciding on the approach to use
- How to recognise the differences between aggressive, passive and assertive behaviour and be able to deal with them