

POSITIVE INFLUENCING SKILLS

Getting Results at Every Level and Situations



International School
Of Management

— UNLOCKING KNOWLEDGE —

INTRODUCTION



Achieving objectives in today's complex workplace of counteracting objectives and approaches depends a lot on the way and how soon professionals get the help, co-operation and commitment of their colleagues who they must work with. This programme will introduce techniques that can be used to improve individuals' personal influencing skills and will provide opportunity for people to work on the real challenges that they face every day in their work places.

Based on a fine balance of theory and experience and using convincing storytelling, constructive critiquing and dialogue, this course develops in students some powerful but fair approaches for having their ways with most people almost all the times. Through practice sessions, video simulations and role-playing activities, students acquire the specific skills, behaviors and attitudes necessary to achieve desired results without relying on the use of authority, deception or manipulation.

This course includes the introduction of and guidance on practical skills and tools for gaining the cooperation of others and bringing them around to one's way of thinking – without resorting to force. The primary objective of positive influencing skills course is to boost individual effectiveness, professional impact and personal credibility in team leads and managers of departments or strategic business units.

LEARNING OUTCOMES



By the end of the course students should have learnt the followings:

- Dynamic adjustment approaches to gain others' buy-in
- Methods of achieving goals by enhancing trust and cooperation
- Best ways to deal effectively with challenging behaviors in overcoming resistance and inertia from others.
- The use of superior knowledge and competence in influencing others
- The different influencing styles; understanding how to influence others and what can be done to be more effective
- Getting to arrive at win/win situations; exploring strategies for more effective influencing without organizational power.
- Understanding and appreciating the reasoning and perspectives of other people
- Assessing current behaviors and approaches and replacing those that reduce influencing effectiveness with those that will enhance it.
- How to rapidly determine the best way to influence someone by understanding their perspective and recognizing their uniqueness.
- The positive influencing techniques that can work for different people without losing their trust and confidence.

COURSE OUTLINE

Basic Course Tools

- Applying the Basic Influence Formula
- Dealing effectively with resistance
- Assessing political know-how
- Using win-win approaches to persuade others and dovetail outcomes
- Building trusting relationships and rapport
- Listening for multiple points of view

Defining Influence

- Identifying the three critical elements
- Building value with others
- Working with resistance for positive outcomes

The Elements of Influence

Five critical factors for influencing others

- Applying the five factors: capability, perceived value, perceived value realization, perceived cost, perceived risk
- Using an influence formula to guide influence planning

Achieving and maintaining commitment

- Stating the desired results
- Going beyond compliance
- Creating collaboration

Recognizing manipulation and taking positive action

- Differentiating manipulation from influence
- Gaining a reliable agreement

Building Your Foundation

Establishing and maintaining trust

- Creating trust-based relationships
- Maintaining ethics and integrity

Developing rapport

- Establishing immediate rapport
- Applying techniques for building rapport

Listening for multiple perspectives

- Building active-listening habits
- Tuning in rather than tuning out

Applying Six Major Influence Strategies

Identifying strengths and limitations

- Leveraging the advantages of each strategy
- Creating personal influencing plan
- Building and expanding personal network
- Negotiating for desired results

Thinking strategically

- Executing the most appropriate strategy
- Avoiding pitfalls and traps

Expanding Power Base

The six types of power

- Referent
- Information
- Expert
- Legitimate
- Reward
- Coercive
- Extending your personal power

Developing political intelligence

- Navigating organizational politics
- Strengthening working relationships
- Adapting the way politics work according to cultural norms
- Identifying and applying political strategies effectively

Working with multiple perspectives

- Transforming resistance and inertia in others
- Adapting flexibly to influencing situations

Practicing Exemplary Leadership

Implementing five leadership practices

- Modeling the way
- Inspiring a shared vision
- Challenging the process
- Enabling others to act
- Encouraging the heart

Developing your personal leadership plan

- Assessing your leadership profile
- Strategies for cultivating your leadership skills
- Influencing a paradigm shift in others

Dealing with Challenging Behaviors

Recognizing the interplay of perceptions

- Managing the six challenging behaviors
- Overcoming the tendency to take things personally

Taking powerful actions

- Identifying and applying deflection techniques
- Developing remedies for difficult situations
- Employing specific strategies for challenging behaviors
- Converting confrontation into cooperation

Overcoming Resistance

- Recognizing the many forms of resistance
- Applying the four-step model for agreement

REGISTRATION & ENQUIRIES

Duration : 3 days

Registration : N10, 000 (non-refundable)

Tuition : N180, 000

FOR FURTHER ENQUIRIES, PLEASE CONTACT:

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