

## Influencing skills

One - day

### Learn the Art of Influence

No matter how optimal your solution, no matter how attractive the benefits, price or features of your proposal, the success of your initiative will ultimately depend on your ability to convince others to engage you or to implement your project

#### Objectives

1. Understand the concept and dimensions of influence – and its relevance to you in your work
2. Become aware of the elements of influential behaviour
3. Identify how these elements can be used to enhance your influence
4. Choose some of the attributes of influence you will focus on developing
5. Practice using them in normal workplace circumstances, including:
  - When there is indifference or opposition to your objectives
  - Communicating in both written and verbal form.
6. Developing personal strategies to become more influential in the longer term and particularly
  - Becoming more proactive in their relationships with their clients
  - Understanding power and its abuse
7. To become more effective within the organisation. Appreciating that effectiveness is more than having the right technical approaches.

#### Target Group:

For internal and external consultants

- we don't have any power but we may have some influence
- in fact, influence is all we have
- relevant to anyone who works with others!

#### Content

##### 1. Understanding influence – the big picture - then focusing in on your situation

- The concept
- The basics – rapport, body language, conversation
- Influential writers on influence – Aristotle, Carnegie, Maister, Cialdini
- Positive communication
- Attributes of influential people
- Self-awareness, Emotional intelligence
- Power vs Influence
  - a. sources of power
  - b. extent and limits of each
  - c. use and abuse
- Identifying and managing the politics on internal consulting
- My immediate 'sphere of influence'
- Moving from the technician to the Trusted Advisor

##### 2. Practical applications

- **using influencing skills in specific circumstances**
- Cialdini's 'weapons of compliance'
- Framing
- Managing relationships
  - a. Characteristics of relationships & building trust
  - b. Your relationship maintenance program
- Setting and clarifying client expectations
- Client meetings – key features
- 'Tricky situations'
- Tactics:
  - a. Settings: time and place, environment
  - b. Body language
  - c. Verbal language: what to say, what not to say
- Assessing client / audience perspectives
- Preparing for persuasion

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### **Methodology**

Material prepared to be highly relevant to client situation and delivered experientially using the principles of Action Learning and Adult Learning.

All participants prepare action plans for implementation of their selected strategies and actions after the workshop.

### **3. Difficult Conversations**

- Delivering and receiving feedback
- Managing de-briefing – self and group
- In the context of the grief and change cycles
  - delivering bad news
  - dealing with complaints
  - dealing with 'difficult people'
  - managing the change process
  - dealing with resistance

There is overlap of content with this workshop and the Consulting Skills workshops. The above material can be segmented into two-hour sessions.

#### **Next step:**

For a discussion on your requirements, please contact Ian Benjamin at Consultant Training Australia on 03 9593 1678 or 0419 593 167 or email to the address in the footer or at [www.consultanttraining.com.au](http://www.consultanttraining.com.au)